



UTILITY BILLING

FAQs

Why is my monthly bill higher than my quarterly bill? What other increases happened July 1, 2018?

- The meter charge increased from \$2.64 per quarter (.88 per month) to \$1.95 per month. The \$1.95 is reflective of the actual cost of the meter over 10 years. The cost of the meter is currently \$234.00. The water bill increased 2.2% in July 2018 plus the meter charge. Please note: We anticipate there will be a larger increase to rates when we do our next rate study. This is due to the capital improvements required within our system to meet state requirements related to lead and copper and the capacity of our waste water treatment plant.

How do these increase impact the average bill?

- A unit of water was \$12.33 plus the meter charge. The July 2018 unit of water charge is \$12.61 plus the meter charge. The meter charge is a flat rate (\$1.95/month) and not included in the unit cost.

Why would my bill be higher in just the last few months?

- It might not be. If you add up your last 3 bills, it should be within a unit or 2 of your old quarterly bills. If it's not, you may have a water leak or other issue.

Are you rounding up water reads?

- No, we are still reading meters the same way. They are read with a remote computer unit and each meter and radio have a unique id and number. We read in 1,000-gallon units and we do not round up. For the City to bill you a unit of water you have to use that unit of water. These are all actual reads, not estimates.

Why is my bill different from my neighbors?

- It could be different for many reasons. This may include more or less people, water softener, water heater, type of washing machine, age of toilets, outside water usage, etc.

Why is my bill the same?

- If you used the same amount of water as your neighbor and neither of you have a credit or a previous balance, you will receive the same bill. 5 units is the same cost for every residential customer in the City.

Why might I have a credit?

- Any payments made after the due date may not be applied on the postcard. We have to print several days before the bills are mailed. If you made a payment in that time, it will not reflect on the bill. For example, if your bill is due 1/21 but you pay on 1/30, that payment will not be shown on the bill you receive that's due 2/20. So, if you pay the total amount due on 2/20 you will have made an overpayment and have a credit showing on your next bill.

How can you send out bills 12 times a year for the same cost as 4 times per year?

- Any increased cost for monthly billing has not been included in the water rates.

Are they changing the price of the meter that is currently installed that we have already been paying for?

- The meter charge goes up based on the cost of actual replacement a new meter. New water meters were installed in 2004. The meter charge paid from 2004 to 2018 was \$139.22 and does not cover the cost to replace the meter or radio.

Resources: More questions? Please contact our Customer Service Desk at 517.676.9155.