

## What Is Included On My Utility Bill?

The Water Utility and Finance offices receive many questions about the utility bills. Frequently, people want to know what is included in each of the services itemized on the bill. The following is an explanation of each charge:

- ◆ Water usage- the cost for the amount of water used by the customer, as measured by the water meter. This is charged to all customers.
- ◆ Water meter base- a flat fee based on meter size that covers the water portion of meter maintenance and reading. This is charged to all customers.
- ◆ Sewer usage- the cost for the amount of wastewater sent to the sanitary sewer by the customer. For residential and most commercial and industrial customers, the water meter measurement is also used for the sewer usage measurement. For some of the larger customers a separate meter is used.
- ◆ Sewer meter base- a flat fee based on meter size that covers the sanitary sewer portion of meter maintenance and reading. This is charged to all customers.
- ◆ Public fire protection- a flat fee based on square footage of the building served, which covers fire hydrant maintenance and testing. This is charged to all customers.
- ◆ Private fire protection- a flat fee based on the size of the water main entering a building, which covers the cost of providing water to a sprinkler system, fire hose connection or private fire hydrant. This fee generally only applies to some commercial and industrial customers.
- ◆ Storm water charge- a flat fee based on the amount of impervious area on a property, which covers the cost to install and maintain storm sewers. This is charged to all customers.
- ◆ Summer sewer credit- a billing credit for residential customers only, that accounts for the heavier use of water in the summer that does not reach the sanitary sewer (i.e., grass watering, car washing).
- ◆ Late fees- a late fee of 1 percent per month is added to all unpaid charges. This fee is applied to water, sewer (sanitary) and storm fees.

If you have additional questions concerning your utility bill, please call the Finance office at 920-886-6149.