

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.



What's New on My Utility Bill?



- Beginning with the March bills (that are due in April), a Transportation Assessment Replacement Fee or TARF is included on your utility bill. The purpose of this fee is to generate revenue that will allow the City to eliminate special assessments for Street Resurfacing, Street Reconstruction and Sidewalk Construction projects (see enclosed fact sheet).



What Else Is Included On My Utility Bill?

- 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 who have their sewer usage based on the water meter reading.
- Public fire protection - a flat fee that covers fire hydrant maintenance and testing. It is based on the square footage of the property improvements, which includes living area, rec rooms, and enclosed porches. 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 applies to commercial and industrial customers.
- Storm water charge - a flat fee based on the amount of impervious area on a property, measure in Equivalent Runoff Units (ERUs). This fee covers the cost to install and maintain storm sewers and other storm water-related facilities. This is charged to all customers, **including** those that do not have water or sewer service.
- 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 after the due date. If late fee is properly applied, it cannot be reversed.

If you have additional questions concerning your utility bill, please call 920-886-6145.

