

# HOW TO READ YOUR WATER BILL...

The back of your bill has an explanation of the rate structure, as well as bill payment and contact information.

- 1 Use the **Account Number** when you contact us.
- 2 **Due Date:** Date payment must be received before incurring a late fee.
- 3 Total number of **days billed this month**. Water usage charges may vary depending on number of days in the billing cycle.
- 4 Billing is based on **Annual Average** for residential customers. Multiply this gallon amount by the number of days in the billing cycle (#3) for your current month's Annual Average. Non-residential customers are billed a uniform rate.
- 5 Beginning date and end date of this **billing period**.
- 6 Last meter reading and meter reading for this month in **cubic feet**. Reading is converted to gallons to calculate charges. One cubic foot = 7.48 gallons.
- 7 Water is charged in 1,000-gallon units. For example, 7,000 gallons shows as 7.00. This is the **total amount of water used in the billing period**.
- 8 **Rate Structure:** Breakdown of water usage charged in each Tier.
- 9 **Other Charges:** This section includes sewer, trash, all other charges for specific services. The Monthly Customer Service Fee covers overhead costs for fixed costs and billing operations. Meter fee is based on meter size and covers the costs of meter maintenance and upgrades..
- 10 Watch here for **important information** about your water services.
- 11 A **history** of customer's water use for the current month and past 12 months along with average usage for this time period.
- 12 **Payment Stub:** This portion to be detached and returned with payment. A 10% late fee is charged if payment is not received by the due date.

**SAMPLE BILL**

The Unified Government of Athens-Clarke County  
Public Utilities Water Business Office  
P.O. Box 106058  
Atlanta, GA 30348-6058  
Telephone: 706-613-3500  
24 hour Emergency Service: 706-613-3481  
www.accgov.com/wbo

**Customer Account Number**  
55555-666777  
**Rate Class**  
Residential  
**Service Location**  
123 Water Street  
**Bill Date**  
10/05/2023  
**Due Date**  
10/26/2023  
**From / To Date**  
08/23/23 -- 09/20/23  
**Days in Billing Cycle**  
28  
**Annual Average**  
133 Gallons Per Day  
**Total Amount Due**  
\$150.69

| Meter Number | Previous Reading (cubic feet) | Current Reading (cubic feet) | Service                 | Usage (X 1000 gallons) | Unit Charge | Usage Charge | Sub-Totals |
|--------------|-------------------------------|------------------------------|-------------------------|------------------------|-------------|--------------|------------|
| WA 12345678  | 35817                         | 42817                        | Water Total Usage       | 7.00                   |             |              | 59.49      |
|              |                               |                              | Tier 1                  | 4.66                   | X           | \$6.44       | \$30.01    |
|              |                               |                              | Tier 2                  | 0.46                   | X           | \$8.05       | \$3.73     |
|              |                               |                              | Tier 3                  | 0.70                   | X           | \$9.66       | \$6.76     |
|              |                               |                              | Tier 4                  | 1.18                   | X           | \$16.10      | \$18.99    |
|              |                               |                              | SW MONTHLY CUST SVC FEE |                        |             |              | 4.95       |
|              |                               |                              | SW CONSUMPTION CHARGE   | 7.00                   | X \$ 8.14   |              | 56.98      |
|              |                               |                              | WA MONTHLY CUST SVC FEE |                        |             |              | 4.95       |
|              |                               |                              | WA METER REPLACEMENT    |                        |             |              | 0.52       |
|              |                               |                              | RC ROLLCART SERVICE     |                        |             |              | 23.80      |

**13 Month Consumption (1000 Gallons)**

**Message Area**

**10**

**REMITTANCE STUB – TEAR OFF AND RETURN WITH PAYMENT**  
Do not send correspondence to this address – turn over for contact information  
Please do not fold, staple or gem clip – Allow 5 days for mail

**Bank Draft – Do Not Pay**

|                      |              |
|----------------------|--------------|
| Account Number       | 55555-666777 |
| Current Charges      | \$150.69     |
| Previous Bill Amount | \$125.00     |
| Payments             | -\$125.00    |
| Balance Forward      | .00          |
| <b>TOTAL DUE</b>     | \$150.69     |

**11**

**12**



THE UNIFIED GOVERNMENT OF ATHENS-CLARKE COUNTY  
PUBLIC UTILITIES WATER BUSINESS OFFICE  
P.O. Box 106058  
Athens, GA 30348-6058

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Lily Anne Phibian  
123 Water Street  
Athens, GA 30606-4636

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