

Your City Utility Bill Explained!

What Am I Paying For?

The bill you pay each month to the City is for water, sewer and garbage service. At times, there will also be a fuel surcharge on your bill, which is a fee imposed by our garbage service provider, Basin Disposal, Inc., and is derived from a calculation involving fuel prices. If fuel prices are low enough, there will not be a fuel surcharge on your bill. At other times, you may see a fee in the "Water Turn On/Off" section. Charges will appear here if you have had your water turned on or shut off for non-emergency situations, or if you had a utility locate.

Why Does My Monthly Bill Sometimes Fluctuate?

This is most likely due to your water consumption. You pay a basic rate for water based on the size of your water meter, which covers your first 1,000 cubic feet of water used. Any water over that 1,000 cu. ft. allotment is billed out at \$0.80 per 100 cu. ft. The City reads your water meter each month from March through October, so for these months, your bill might fluctuate based on your usage. However, the meters are not read for the months of November through February, so your basic rate will remain the same unless there is a rate change or a fuel surcharge. Please note that March's bill will include all of the consumption for the months of November through March, so you receive credit for 1,000 cu. ft. for each of those months, for a total of 5,000 cu. ft. So even if you show a consumption of 3,000 cu. ft. on your March bill, your bill total will still be the basic rate. However, if you have 3,000 cu. ft. of consumption on a bill other than the March bill, you will be charged for the extra 2,000 cu. ft. you used, which is \$16.00.

What Day is My Garbage Picked Up?

Garbage is always picked up on Tuesday, regardless of holidays. Make sure to have your can out no later than 5 a.m. every Tuesday.

When Will I Get My Bill?

Your utility bill is mailed out the last business day of the month, so you should receive your bill sometime around the first of each month. This bill will cover the month of service, so you pay for what you've already used; not in advance. For example, January's bill will be mailed out the last business day of January, so you should receive it the first part of February.

When Is My Bill Due?

Your bill is due by the 20th of each month, regardless of the 20th falling on a weekend or holiday. For your convenience, a payment drop box is located in front of City Hall at 147 Main St. Payments in the drop box by 8 a.m. the next business day after the 20th will be considered on time and no penalty fee will be issued.

Why Did I Get a Shut-Off Notice When I Only Missed One Payment?!

Because the City bills you for what you've already used and not in advance, if you miss one payment, by the time you get your next bill, you're actually two months in arrears. This is why you receive a shut-off notice, but please, don't panic! We understand that sometimes bills get lost in the mail, or that more important things in life come up and the utility bill is forgotten. And that's why we have different forms to fill out for these circumstances (please see the "Permits & Forms" section under the "Government" heading on our home page). We are always happy to work with our customers, so please call us! City Hall is open Monday through Friday from 8 a.m. to 4 p.m., and our phone number is 337-6371.

What Types of Payments Do You Accept?

The City of Waitsburg can accept only check, cash or money order in the office at City Hall, but we are able to take credit/debit card payments and EFT checks online; just go to www.cityofwaitsburg.com and click on the "View/Pay Utility Bill" button. Many of our customers have also found that simply setting up the City of Waitsburg as a vendor with their online banking bill pay is a convenient option.

What If I Can't Pay My Bill?

If you can't pay your bill and you have received a shut-off notice, you may set up a utility payment plan. This form can be found under the "Permits & Forms" section on our website, or you can get one at City Hall. Please contact City Hall for specific information on how payment plans work.

You Haven't Answered All of My Questions!

If you still have questions about your utility bill or any other City matters, please call us (337-6371) or stop in! We are located at 147 Main St., and are open Monday through Friday from 8 a.m. to 4 p.m.