

How do I read my water bill?

| Code | Reading Date | Present Reading | Previous Reading | Consumption | Amount | SEARCY WATER & SEWER SYSTEM PO BOX 1319 SEARCY, AR 72145-1319 501.268.2481 | PRESORTED FIRST-CLASS MAIL U.S. POSTAGE PAID SEARCY, AR PERMIT #87 |
|--|--------------|-----------------|------------------|-------------|--------|---|--|
| BA122311 | | | | | 5723 | | |
| PY010912 | | | | | -5723 | | |
| WA011112 | | 1250 | 1200 | 50 | 1725 | | |
| SE011112 | | 1250 | 1200 | 50 | 1725 | | |
| GA011512 | | | | | 1400 | | |
| HD011512 | | | | | 30 | | |
| TX011512 | | | | | 188 | | |
| TX011512 | | | | | 47 | | |
| TX011512 | | | | | 16 | | |
| Amount Due Now | | | | | | \$ 51.31 | |
| Customer ID | | | | | | Location ID | |
| WATERFLO01 | | | | | | 35671234 | |
| AFTER 2/10/2012 | | | | | | \$ 56.44 | |
| RETURN STUB WITH YOUR PAYMENT | | | | | | | |
| Service Address | | | | | | 123 Water Road | |
| Billing Codes | | | | | | Amount Due | \$ 51.31 |
| BA - Balance Forward AD - Adjustment TX - Tax PY - Payment PN - Penalty WA - Water SE - Sewer LC - Late Charge GA - Garbage PO - Power Charge HY - Hydrant Rent SC - Surcharge HD - Health Dept. | | | | | | Customer ID | |
| | | | | | | Location ID | |
| | | | | | | WATERFLO01 | 35671234 |
| | | | | | | AFTER 2/10/2012 | \$ 56.44 |
| | | | | | | Flowing Waters 123 Water Road Searcy, AR 72143 | |

The top left portion of the bill gives a detailed breakdown of the charges. Here is a description of each line of the billing information.

| | | |
|-----------|---|----------|
| BA 122311 | Previous Balance as of 12-23-11 | \$57.23 |
| PY 010912 | Payment made 01-09-12 | \$57.23 |
| | | |
| WA 011112 | Current charge for water (Reading date 01-11-12) (Consumption is in hundreds; therefore, 50 is equal to 5000 gallons) | \$17.25* |
| | | |
| SE 011112 | Current charge for sewer (Reading date 01-11-12) (Consumption is in hundreds so 50 is equal to 5,000 gallons) | \$17.25* |
| | | |
| GA 011512 | Current charge for Garbage | \$14.00 |
| | | |
| HD 011512 | Current charge for Health Dept. Fee | \$0.30 |
| | | |
| TX 011512 | Current State Taxes | \$1.88 |
| TX 011512 | Current County Taxes | \$0.47 |
| TX 011512 | Current City Taxes | \$0.16 |

*The amount charged for water and sewer is based on several factors described in detail on the rate page. For the above example (a typical residential customer) the amount is the customer charge plus the product of the consumption in thousands multiplied by the rate.

$$\text{Customer Charge (e.g. \$8.00)} + (\text{Consumption (e.g. 5)} \times \text{Rate (e.g. \$1.85)}) = \$17.25$$

Note: The sewer is calculated in the same manner except when the summer rate applies. See rate page for further details.

Account Numbers: We use two different account numbers to identify your account. The first number is the Customer ID. This number usually has part of the customer's name or business name within the ID. This number is linked to customer information within the billing system. The second number is called the Location ID. This number is based on the reading route and reading sequence. This number is linked to location and meter information within the billing system. Both numbers are very important when inquiring about your account and either or both may be requested when making inquiries. Both numbers are located on both your bill and the stub. Be sure to bring both parts of your bill when making walk-in or drive through payments. When making on-line payments, it is critical that the ID numbers are entered correctly.

Late Payments: Also listed on your bill and stub is the Amount Due, Due date, and Late Amount. Bills are due on the 10th of each month or later if it falls on the weekend. After the due date there is a 10% late penalty.

Shut-Off Notices: Shut-off notices are mailed to customers who have failed to make a payment after two consecutive billings. The shut-off notice gives a specific date that the water service is subject to termination. A re-connect charge of \$30.00 applies once water service is disconnected due to non-payment.