



PUBLIC WORKS & UTILITIES
 CITY HALL - 8th Floor - Suite 802
 455 NORTH MAIN STREET
 WICHITA, KANSAS 67202
 (316) 265-1300
 Address Service Requested

Customer #	Account #
0000000	000000
Payment Number 0000000-000000	

Service Address 678 EASY ST

STATEMENT DATE 11-Jul-2017
TOTAL AMOUNT DUE 39.54
 DUE DATE 05-Aug-2017
 AFTER DUE DATE PAY 40.13

MY NEW BILL
 678 EASY ST
 WICHITA KS 67207-2042

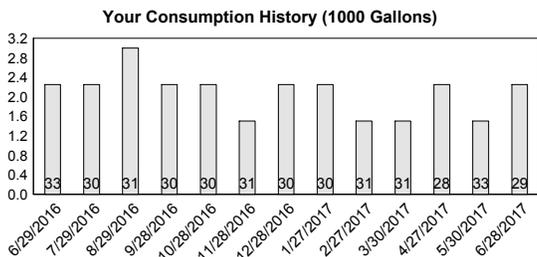
A 1.5% penalty will be added to the unpaid balance after the due date, per month.

Visit wichita.gov

- Make Payments
- Sign up for Paperless Billing
- Enroll for Automatic Payment
- Donate to the H2O Care Fund

Average Winter Consumption = 6,000

Service	Meter Number	Meter Size	Previous Meter Read		Current Meter Read		Days of Service	Consumption for Billing Cycle	
			Date	Reading	Date	Reading		Units	Gallons
Water	48088866	.625	30-May-17	53	28-Jun-17	56	29	3	2,250



Previous Balance	33.93
Payment - Thank You	-33.93
BALANCE FORWARD	0.00
<u>Current Charges</u>	
Water Base Charge	13.12
2250 gallons of water @2.09 per 1000 gallons	4.70
Sewer Base Charge	8.87
2250 gallons of sewer @3.50 per 1000 gallons	7.88
Stormwater Base Charge	2.10
Stormwater	1.00 ERU 2.80
Kansas Water Plan	0.07
TOTAL CURRENT CHARGES	39.54
TOTAL AMOUNT DUE	39.54

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Please check box to donate to H2O Care Fund or update contact information on the back.

Customer Name MY NEW BILL
 Service Address 678 EASY ST

Please include this payment number on your check
 0000000-000000
 See payment options on back

Payment intended as "paid in full" for satisfaction of a disputed amount must be sent to:
 Public Works & Utilities Attn: Business Operations 455 N Main St 8th Floor Wichita KS 67202

The due date on this bill does not apply to any previous balance.

STATEMENT DATE 11-Jul-2017
 TOTAL AMOUNT DUE 39.54
 DUE DATE 05-Aug-2017
 AFTER DUE DATE PAY 40.13

Public Works & Utilities
 PO Box 2922
 Wichita Kansas 67201-2922

Amount Enclosed \$ _____

If you have questions regarding your bill or account, contact our Customer Care Center at (316) 265-1300.

Hours of Operation: Mon, Tue, Wed, & Fri, 8AM - 5PM, and Thur 9AM - 5PM

DEFINITIONS

Primary Account Holder - The primary account holder has financial responsibility for the account. The primary account holder has the responsibility to start, cancel, and transfer service.

Secondary Account Holder - A second person can be added to an account for information and payment purposes only. This person will only be able to inquire and make payments on the account. Secondary account holder is not financially responsible for account.

Average Winter Consumption (AWC) - The AWC is an annual calculation based on usage from December through March of each year. The AWC is used to bill customers through the tiered rate structure.

Final Bill - If you are planning to move or wish to close your account, please contact Customer Care Center for a FINAL BILL. Primary account holder is responsible for all charges until request for service has been received.

Service Interruption - If your service is disconnected for nonpayment, the total past due balance plus a reconnect fee must be paid to have service restored the next business day. Additional deposits may also be required. Any past due balance is subject to disconnection.

Paperless Billing - To sign up for paperless billing, visit www.wichita.gov.

PAYMENT OPTIONS

Automatic Payments - If you would like your monthly payment automatically deducted from your bank account or credit card each month, visit www.wichita.gov and sign up.

On-line - Visit www.wichita.gov.*

By Phone - For automated account access or to pay by phone, call us at (316) 265-1300.*

Text-to-Pay - Visit www.wichita.gov.*

By Mail - Send to P.O. Box 2922, Wichita, KS 67201-2922.

In-Person - Express Office, 455 N. Main 1st Floor, 8:00 a.m. - 5:15 p.m.

City Hall Drop Box - located at 455 N. Main in the entrance from the parking garage.

Various Dillons Locations - Please allow up to 3 business days for your payment to post to your account.

* A \$1.00 convenience fee is applied to all text, phone and payments made online.

FEES

Account Origination Fee (AOF) - Customers are charged \$15 when service is established and/or transferred.

Late Fees - A 1.5% penalty will be added to the unpaid balance after the due date, per month.

Collection Fees - If a delinquent account is sent to an outside agency for collection, the City has the right to recover all related expenses incurred including interest and attorney fees.

Returned Payment Fee - Any payment returned by the bank as non-collectible will be subject to a \$30 fee. Customers with a history of non-collectible payments will be managed as a cash only customer.

Rates/Tiers - Water Utility billing is based on each customer's AWC and usage each month.

- **Tier 1** - Generally represents indoor usage at a property.
- **Tier 2** - Generally represents seasonal usage such as irrigation. Can also serve as indicator for a leak at the property.
- **Tier 3** - Generally represents peak seasonal usage. Can also serve as indicator for a leak at the property.

Base Charges - The base charge is a monthly fee that is billed for access to utility services. The fee covers the fixed cost for expenses such as the treatment plants, utilities, chemicals, maintenance and staff.

Kansas Water Plan - This is a pass through fee charged by the State of Kansas.

Stormwater - This fee is based on driveways, houses, sheds, and other built structures that divert rain into the storm drains instead of soaking into the ground. Fees collected are used to minimize flooding caused by stormwater runoff.

OTHER

Emergency - In case of an after hours emergency, please call (316) 262-6000.

Start/Cancel/Transfer Service - The primary account holder is responsible for the start/cancel/transfer of service. The primary account holder is financially responsible for all charges billed to the account.

Help 2 Others (H2O) Care Fund

The H2O Care Fund is designed to provide assistance to customers who are experiencing financial hardships.

Donate H2O Care Fund options



- Round-up (rounds your bill to the next dollar)
- Monthly Amount (chosen an amount to be added to your bill) \$ _____
- One time donation \$ _____

Mailing Address Change _____

STREET NUMBER STREET NAME

CITY STATE ZIP

Email Address Change _____

Telephone Change () _____