



ORANGE WATER AND SEWER AUTHORITY

*A public, non-profit agency providing water, sewer and reclaimed water services
to the Carrboro-Chapel Hill community.*

ABOUT OUR BILL

FOR INDIVIDUALLY-METERED RESIDENCES

HIGHLIGHTS

Our bill for an individually-metered residence normally has four basic charges:

- ✓ A FIXED MONTHLY **WATER** SERVICE charge, based on the size of our meter, for the cost of reading the meter, preparing and mailing our bill, keeping account records, etc.
- ✓ A charge for the VOLUME OF **WATER** USE.
- ✓ A FIXED MONTHLY **SEWER** SERVICE charge, based on the size of our meter, for the cost of reading the meter, etc.
- ✓ A charge for the VOLUME OF **SEWER** USE.

Our “increasing block” water conservation rates apply to individually-metered residences including conventional single-family homes and some apartments, condominiums and townhouses.

(Seasonal rates apply to most other customers, including businesses, institutions and multi-family neighborhoods served through an OWASA master meter.)

For billing purposes, we round our meter readings down to the nearest 1,000 gallons.

We invite you to call us at 968-4421, send e-mail to webmaster@owasa.org or to visit or write to us at our office address below whenever you have any questions or comments.

BASIC INFORMATION ON OUR BILL

Account Number - The first eight digits, which start with 05, 06 or 07, are our unique number for the physical location where you receive service. We may refer to this number as our “Location ID.” You will

need to have this eight-digit number to get your account balance, payment due date, etc. via our 24-hour Customer Service number, (919) 537-4343.

The second six digits are a unique Customer ID number we have set aside for you for any location where you may receive our service.

Usage (1,000s) - indicates the volume of your water/sewer use in thousands of gallons for the month we are billing for. We round down our meter readings to the nearest 1,000 gallons. For example, if we show the number 5 in the Usage box on our bill, it is for 5,000 gallons of water and sewer use.

Current reading and **Prev. reading** - the most recent and previous readings taken from our meter. The difference between these numbers is the volume of water use between the two meter readings (in thousands of gallons).

For example, if the “current” reading from the meter was 683 and the “previous” meter reading was 678, the difference is 5 and that means that 5,000 gallons went through our meter between the readings.

Our bill also shows the dates of the most recent and previous meter readings. For information about how to read our meter, please see our paper brochure on how to read our meter, or the electronic version on the Water Conservation or Customer Care/Services and Billing Policies page of our website, www.owasa.org.

FOUR BASIC MONTHLY CHARGES IN OUR MONTHLY BILL (in normal conditions)

| | |
|--|----------------|
| Water Service Charge - 5/8” Rate on 10/1/2009 | \$13.19 |
|--|----------------|

This is our fixed monthly water service charge for reading and maintaining/replacing our meter, printing and mailing the bill, maintaining account records, etc. This charge varies with meter size, but most residences have 5/8” diameter meters.

In this example, the **5/8”** indicates the diameter of our meter for your residence. **Rate on 10/01/2009** means that this fixed monthly service charge of \$13.19 per month has been in effect since October, 2009.

| | |
|--|----------------|
| Water Usage Charge - Block 1- 2000 gal X \$2.36 Rate on 10/1/2009 | \$4.72 |
| Water Usage Charge - Block 2- 3000 gal X \$5.73 Rate on 10/1/2009 | \$17.93 |

The water usage charges are for the volume of water use in thousands of gallons. In this billing period, the customer used a total of 5,000 gallons of water as indicated by the **5** in the **Usage (1000s)** box on the upper right part of our bill.

Block 1- 2000 gal x \$2.36 Rate on 10/1/09 means that the first 2,000 gallons of water use were charged a rate of \$2.36 per 1,000 gallons and this rate has been in effect since October 1, 2009. The “Block One” rate is the lowest of our five block water rates.

Block 2- 3000 gal x \$5.73 Rate on 10/1/09 means that 3,000 gallons of water use were charged a rate of \$5.73 per 1,000 gallons and this rate has been in effect since October 1, 2009. The “Block Two” rate is the second lowest of our five block water rates.

Sewer Service Charge - 5/8” Rate on 10/1/09 **\$10.77**

Our fixed monthly sewer service charge is for costs of reading and maintaining/replacing our meter, printing and mailing the bill for sewer service, maintaining account records, etc. This charge is based on meter size.

In this example, **5/8” Rate on 10/1/09** means the diameter of our meter is 5/8 of an inch and the charge of \$10.77 per month has been in effect since October, 2009.

Sewer Usage Charge - 5000 gal X \$5.81 Rate on 10/1/2009 **\$29.05**

5000 gal X \$5.81 rate on 10/1/2009 means that 5,000 gallons of sewer service were charged at a rate of \$5.81 per 1,000 gallons, and the rate of \$5.81 has been in effect since October, 2009. It is not practical to have a separate meter for sewer service. We use the water meter reading to bill for sewer use, **except** that a monthly billing “cap” of 15,000 gallons applies to residential sewer use. That is, if an individually-metered residential customer uses more than 15,000 gallons of water in a month, we bill for only 15,000 gallons of sewer service.

INCREASING BLOCK WATER RATES

In the bill for a residence where 5,000 gallons of water are used in one month:

The charge for the first 2,000 gallons is

$$\begin{array}{r} 2,000 \text{ gallons} \\ \times \text{ \$2.36 per 1,000 gallons} \\ \hline = \$4.72 \end{array}$$

The charge for the third, fourth and fifth thousand gallons is

$$\begin{aligned} & 3,000 \text{ gallons} \\ & \times \underline{\$5.73 \text{ per 1,000 gallons}} \\ & = \$17.19 \end{aligned}$$

The block rate charges for 5,000 gallons of water service per month total

$$\begin{aligned} & \$4.72 \text{ --first 2,000 gallons} \\ & + \underline{\$17.19} \text{ -- additional 3,000 gallons} \\ & = \$21.91 \text{ for } \textit{water volume only}. \end{aligned}$$

Our bills also include:

- ✓ a fixed monthly water charge based on meter size,
- ✓ a fixed monthly sewer service charge based on meter size, and
- ✓ a charge per 1,000 gallons of sewer service. (Our sewer volume charge is capped at 15,000 gallons per month for individually-metered residences.).

For a typical residence with 5,000 gallons of water and sewer service in a given month, our bill totals \$74.92, including \$21.91 for water volume charges as noted above, \$29.05 for sewer volume charges, a fixed monthly charge of \$13.19 for water service (based on a 5/8" diameter meter) and a fixed monthly charge of \$10.77 for sewer service (also based on the 5/8" meter size).

BILLS WHEN OUR RATES CHANGE

We pro-rate our bills when our rates change due to annual rate adjustments in October, the transitions between peak and off-peak seasonal rates in May and October, and if surcharges go into effect due to a water shortage.

For example, if our rates change on October 1 and a customer is billed for service from September 16 to October 15, we charge for half of our service at the old rates and half at the new rates.

Whenever you have any questions about our bill, please feel free to contact us at 968-4421 or webmaster@owasa.org. We recognize that our bill may be complex when we have rate changes in October, when seasonal rates change in April and when we have surcharges in a water shortage.



***Ms. Jane Showerman,
our Customer Service Manager***

QUESTIONS OR COMMENTS?

We invite you to call us at 968-4421 or to send e-mail to webmaster@owasa.org whenever you have questions or comments about any of our bill, rates, services, plans or policies.