

UTILITY BILLING INFORMATION SHEET

Mandatory deposit must be paid before service is initiated. Deposit is returned/credited upon account closure.

\$120 – water service only

\$200 – water and sewer service

\$250 – non-residential accounts

| Water charges for single family residence | Sewer charges for single family residence |
|--|---|
| Water base fee \$13.25 + 19% tax = \$15.87 | Sewer base fee is \$67.50 + 15% = \$77.83 |
| Total base fee for water/sewer \$93.50 | |
| 0-7,000 gallons \$1.65 per 1,000 gallons | |
| 7,000-18,000 gallons \$2.00 per 1,000 gallons | |
| 18,000 + gallons \$2.40 per 1,000 gallons | |

****Ask us how to apply for reduced base fee rates for low-income/senior/disabled customers**

Non-residential water service base fee varies by meter size. Sewer charges vary by strength.

Usage is billed at: Oct-Apr \$1.93 per 1,000 gallons May-Sept \$3.08 per 1,000 gallons

Utility bill payments are due on the 25th of every month regardless of holidays/weekend . If payment is not received by 5PM on the 25th, late fees will be applied to your account on the 26th, or the first working day after the 25th. **Late fee is \$6 for water and \$6 for sewer.** There is no payment grace period.

Payment must be received by the second Monday of the next month, service will be terminated on the second Tuesday and a \$55 fee will be assessed to your account. All past due amounts and shut off fees must be paid in order to restore service.

PAYMENT OPTIONS:

Pay at City Hall; cash, check, money order, Visa, Master Card.

Pay over the telephone (509-244-5578); Visa, MasterCard

Pay on-line; www.xpressbillpay.com (no fee to use); echeck, debit or credit card (Visa, MasterCard & Discover Card.) payments can be set-up to automatically pay each month.

Drop Check in the mail slot on front of city hall.

Set-up an electronic funds transfer at city hall; This option automatically debits your checking/savings account to withdraw the amount of the current balance owing on your account on the 20th of every month.

METER READS:

The Public Works department reads the meters every month around the 25th. The reads are then processed for billing and mailed to customers on the last working day of every month. If you have not received your bill by the 5th of the month, please contact City Hall.

If you feel that your bill is in error, please contact City Hall immediately so we can obtain a reread on your meter. If you still feel that the bill is not correct, you can dispute the findings by asking for a Utility Dispute Form. The dispute committee will send you a written response with their findings. Disputed amounts over \$500 must go to the City Council for a final decision.

Garbage service is mandatory – sign up with Waste Management (877) 466-4668. Garbage cans are provided by Waste Management and residential pickup is on Thursday.

Mail: City of Airway Heights
1208 S. Lundstrom
Airway Heights, WA 99001

Phone: (509) 244-5578
Website: www.cawh.org
Online bill pay: www.xpressbillpay.com