

# 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
<b>Total base fee for water/sewer \$93.50</b>	
0-7,000 gallons <b>\$1.65</b> per 1,000 gallons	
7,000-18,000 gallons <b>\$2.00</b> per 1,000 gallons	
18,000 + gallons <b>\$2.40</b> 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 25<sup>th</sup> of every month regardless of holidays/weekend . If payment is not received by 5PM on the 25<sup>th</sup>, late fees will be applied to your account on the 26<sup>th</sup>, or the first working day after the 25<sup>th</sup>. **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](http://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 20<sup>th</sup> of every month.

**METER READS:**

The Public Works department reads the meters every month around the 25<sup>th</sup>. 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 5<sup>th</sup> 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](http://www.cawh.org)  
**Online bill pay:** [www.xpressbillpay.com](http://www.xpressbillpay.com)