



# Understanding your new MWA Bill

A KEY INGREDIENT TO MANAGING YOUR MONTHLY WATER USE IS UNDERSTANDING ACTUAL WATER USE AND HOW YOU ARE BILLED FOR THAT USE.

The following slides should help you better understand your monthly statement as well as provide a few helpful hints for using the monthly bill and the water meter to check for potential leaks.

## Key Term(s)

**CURRENT** – Your account is in good standing. It is current and no past due balances are owed

**PAST DUE** – A payment has not been received as of the bill's due date

# Understanding your MWA Bill

- Account information includes Customer name, service address, bill date, and location class. Service address may differ from mailing address. Service address indicates the address at which water/sewer is being used.
- Billing Information: this section sub-totals the current charges for each service you have with the MWA. Tier1 charges the first three units at a lower rate. Tier2 charges are all subsequent usage charges. 1 unit=748 gallons. Total Current Charges lists all monies due to the MWA for this monthly bill.
- Usage information: A bar graph, month by month, of the past 12 months of volume use. This provides historical data that can help determine high and low levels of use year over year. Customers can also see irrigation meter consumption if applicable.
- Water Meter Readings: actual data from the water meter dials and shows the current month's reading, the previous month's reading, and usage in units (1 unit = 748 gallons) and total gallons used. This section notifies the customer if the meter was read or estimated for the month.
- Account standing: Find your new MWA account number, any outstanding balance, recent payments, and current charges due date in the top right or bottom right of the bill.
- Payment options: a variety of different payment options are available to customers, and detailed on the back of this bill.
- Payment stub: This section should be returned with your payment if you are using US Mail to pay your balance.
- Round Up: Round your bill to the next highest dollar amount, and make a donation to the Macon Water Alliance. More information available on the back of this bill.
- Penalties and fees: late penalties are either 10% of the bill or \$3.00, whichever is higher, and are applied to the account 5 days after the due date. An Administrative fee of \$15.00 is added to the account balance 5 days after the late fee.



**Macon Water Authority**  
790 Second Street, PO Box 108  
Macon, GA 31202-0108

Customer Care (478) 464-5600  
After Hours Emergency (478) 464-5656  
Pay-By-Phone (844) 517-9741  
www.maconwater.org

## Important Information

Account # 160612	Amount
Prior Balance	\$31.86
Payments	-\$31.86
Current Charges Due - 07/18/2018	\$65.10
<b>Total Amount Due</b>	<b>\$65.10</b>

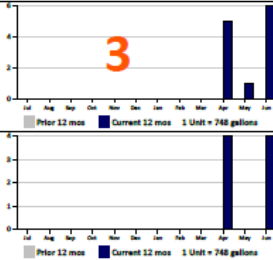
5  
9  
6

If Total Amount Due is not paid by:  
7/23/18 a Late Penalty Fee of \$6.51 will be charged.  
7/28/18 an Administrative Fee of \$15.00 will be added.

Please see reverse for payment options.

Customer Name: YOUR NAME		Bill Date: 06/28/2018																																																						
Service Address: 123 MAIN ST		Location Class: RESIDENTIAL																																																						
DESCRIPTION	SERVICE PERIOD	NO. OF DAYS	METER NO.	METER SIZE	READ TYPE	PRIOR READING	CURRENT READING	TOTAL CONSUMPTION																																																
Water	05/31 - 06/28	29	CDP2	5/8"	Actual	6	13	7 units = 5,236 gals																																																
Irrigation	05/31 - 06/28	29	CDP1	5/8"	Actual	4	8	4 units = 2,992 gals																																																
<table border="0"> <tr> <td><b>Water</b></td> <td>Water Base Fee</td> <td>Water Residential - Macon Bibb</td> <td>\$9.00</td> </tr> <tr> <td></td> <td>Water Usage Tier1</td> <td>3 units @ \$2.30</td> <td>\$6.90</td> </tr> <tr> <td></td> <td>Water Usage Tier2</td> <td>4 units @ \$2.40</td> <td>\$9.60</td> </tr> <tr> <td></td> <td><b>Water Total Charges</b></td> <td></td> <td><b>\$25.20</b></td> </tr> <tr> <td><b>Sewer</b></td> <td>Sewer Base Fee</td> <td>Sewer Residential - Macon Bibb</td> <td>\$9.00</td> </tr> <tr> <td></td> <td>Sewer Usage Tier1</td> <td>3 units @ \$2.56</td> <td>\$7.68</td> </tr> <tr> <td></td> <td>Sewer Usage Tier2</td> <td>2 units @ \$2.66</td> <td>\$5.32</td> </tr> <tr> <td></td> <td><b>Sewer Total Charges</b></td> <td></td> <td><b>\$22.00</b></td> </tr> <tr> <td><b>Irrigation</b></td> <td>Irrigation Base Fee</td> <td>Irrigation Residential - Macon Bibb</td> <td>\$9.00</td> </tr> <tr> <td></td> <td>Irrigation Usage Tier1</td> <td>3 units @ \$2.20</td> <td>\$6.60</td> </tr> <tr> <td></td> <td>Irrigation Usage Tier2</td> <td>1 units @ \$2.30</td> <td>\$2.30</td> </tr> <tr> <td></td> <td><b>Irrigation Total Charges</b></td> <td></td> <td><b>\$17.90</b></td> </tr> </table>									<b>Water</b>	Water Base Fee	Water Residential - Macon Bibb	\$9.00		Water Usage Tier1	3 units @ \$2.30	\$6.90		Water Usage Tier2	4 units @ \$2.40	\$9.60		<b>Water Total Charges</b>		<b>\$25.20</b>	<b>Sewer</b>	Sewer Base Fee	Sewer Residential - Macon Bibb	\$9.00		Sewer Usage Tier1	3 units @ \$2.56	\$7.68		Sewer Usage Tier2	2 units @ \$2.66	\$5.32		<b>Sewer Total Charges</b>		<b>\$22.00</b>	<b>Irrigation</b>	Irrigation Base Fee	Irrigation Residential - Macon Bibb	\$9.00		Irrigation Usage Tier1	3 units @ \$2.20	\$6.60		Irrigation Usage Tier2	1 units @ \$2.30	\$2.30		<b>Irrigation Total Charges</b>		<b>\$17.90</b>
<b>Water</b>	Water Base Fee	Water Residential - Macon Bibb	\$9.00																																																					
	Water Usage Tier1	3 units @ \$2.30	\$6.90																																																					
	Water Usage Tier2	4 units @ \$2.40	\$9.60																																																					
	<b>Water Total Charges</b>		<b>\$25.20</b>																																																					
<b>Sewer</b>	Sewer Base Fee	Sewer Residential - Macon Bibb	\$9.00																																																					
	Sewer Usage Tier1	3 units @ \$2.56	\$7.68																																																					
	Sewer Usage Tier2	2 units @ \$2.66	\$5.32																																																					
	<b>Sewer Total Charges</b>		<b>\$22.00</b>																																																					
<b>Irrigation</b>	Irrigation Base Fee	Irrigation Residential - Macon Bibb	\$9.00																																																					
	Irrigation Usage Tier1	3 units @ \$2.20	\$6.60																																																					
	Irrigation Usage Tier2	1 units @ \$2.30	\$2.30																																																					
	<b>Irrigation Total Charges</b>		<b>\$17.90</b>																																																					
<b>Total Current Charges</b>								<b>\$65.10</b>																																																

1  
4



3



**Macon Water Authority**  
790 Second Street, PO Box 108  
Macon, GA 31202-0108  
(478) 464-5600

No staples or paperclips please.  
 Check box for changes on reverse side

Account # 160612	Amount	Due Date
Prior Balance	\$0.00	
Current Charges	\$65.10	07/18/2018
<b>Total Amount Due</b>	<b>\$65.10</b>	

Please see reverse for payment options.

Optional Round-Up Contribution	\$0.90	
If rounding up, please pay	\$66.00	
Please add a monthly contribution to my bill:		
<input type="checkbox"/> \$3	<input type="checkbox"/> \$5	<input type="checkbox"/> \$10
Contributions support Macon Water Alliance.		
Please see reverse for more information.		

8

7  
YOUR NAME  
123 MAIN ST  
MACON, GA 31201

99 0000000000160612 8 00006300 5



# Understanding your MWA Bill

## CURRENT Status Bill Example (top right)

Prior balance shows the amount due to the MWA in the previous month. If Prior Balance minus Payments = \$0, then your account is in good standing.

Total Amount Due indicates the entire dollar amount, including any account set up or other one time fees.

Late Fee is applied 5 Days after Current Charges Due. Late fee is 10% or \$3.00, whichever is higher .

Administrative Fee is applied 10 days after Current Charges Due. Administrative Fee is \$15.00.

Account # 160612	Amount
Prior Balance	\$31.86
Payments	-\$31.86
Current Charges Due - 07/18/2018	\$65.10
<b>Total Amount Due</b>	<b>\$65.10</b>
If Total Amount Due is not paid by: 7/23/18 a Late Penalty Fee of \$6.51 will be charged. 7/28/18 an Administrative Fee of \$15.00 will be added.	

## CURRENT Status Bill Stub Example (bottom right)

Account # 160612	Amount	Due Date
Prior Balance	\$0.00	
Current Charges	\$65.10	07/18/2018
<b>Total Amount Due</b>	<b>\$65.10</b>	



# Understanding your MWA Bill

## PAST DUE Status Bill Example (top right)

Past Due Balance shows the previous amount due to the MWA. Past Due Balances are due immediately.

Total Amount Due indicates the entire dollar amount, including any account set up or other one time fees.

Late Fee is applied 5 Days after Current Charges Due. Late fee is 10% or \$3.00, whichever is higher .

Administrative Fee is applied 10 days after Current Charges Due. Administrative Fee is \$15.00.

Account # 160612	Amount
Past Due Balance	\$63.00
Payments	-\$20.00
Current Charges Due - 09/13/2018	\$76.66
<b>Total Amount Due</b>	<b>\$119.66</b>
If Total Amount Due is not paid by: 9/18/18 a Late Penalty Fee of \$11.97 will be charged. 9/23/18 an Administrative Fee of \$15.00 will be added.	

## CURRENT Status Bill Stub Example (bottom right)

Account # 160612	Amount	Due Date
Past Due	\$43.00	Immediately
Current Charges	\$76.66	09/13/2018
<b>Total Amount Due</b>	<b>\$119.66</b>	



# Understanding your MWA Bill

You may make an **optional donation** to the Macon Water Alliance, a 501 (c)(3) non-profit, by rounding up your total bill amount to the nearest dollar. You can also sign up for a monthly contribution to the Macon Water Alliance by checking the monthly donation amount you wish to give.



**Macon Water Authority**  
790 Second Street, PO Box 108  
Macon, GA 31202-0108  
(478) 464-5600

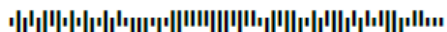
No staples or paperclips please.

Check box for changes on reverse side

Account # 160612	Amount	Due Date
Past Due	\$43.00	Immediately
Current Charges	\$76.66	09/13/2018
<b>Total Amount Due</b>	<b>\$119.66</b>	

Please see reverse for payment options.

Optional Round-Up Contribution	\$0.34
<u>If rounding up, please pay</u>	<u>\$120.00</u>
<u>Please add a monthly contribution to my bill:</u>	
<input type="checkbox"/> <u>\$3</u>	<input type="checkbox"/> <u>\$5</u>
	<input type="checkbox"/> <u>\$10</u>
Contributions support Macon Water Alliance.	
Please see reverse for more information.	



YOUR NAME  
123 MAIN ST  
MACON, GA 31201

99 00000000000160612 8 00011966 4



# Understanding your MWA Bill

## Did you Know?

- 51,000+ Customer Accounts are billed in 20 daily cycles
- Expect to be billed 12 times a year, at about 27-33 days per bill
- Billing Date = Statement Run Date
- Mailing Date = within one (1) business day

**Due Date** = twenty (20) days from the Mailing Date

- Account is “flagged” as past due if payment is not received by the due date
- MWA sends email alert reminders to customers signed up as a courtesy
- MWA began sending “campaign” dialing reminders to customers with a valid phone number March 27, 2014, when payment is past due, and again before the late fee is added.

**Late Fees** = assessed five (5) days after due date

- Fee is either 10% of total bill, or \$3.00, whichever is higher.
- Assessed on customer accounts after 5:30PM
- Procedure in place to help avoid a conflict with another fee for a different zone
  - Example: the Late Fee for the 2<sup>nd</sup> cycle will not be applied on the same day as the Administrative fee for the 3<sup>rd</sup> cycle.



# Understanding your MWA Bill

## Did you Know?

### **Administrative Fee**

- Fee is a flat \$15.00 charge
- Current policy states thirty (30) days from the day the bill is mailed.
- Admin. Fee is generated five (5) days after the Late Fee is applied.  
[late fees and admin. fees are NOT generated on same day]

### **Disconnection of Service on PAST DUE Accounts**

- Scheduled the business day after the Administrative Fee is applied
- Weather may delay the disconnect
- Volume and staffing levels may delay the disconnect
- NO disconnects on Fridays, Saturdays or Sundays or the day before a recognized holiday



# Understanding your MWA Bill

## What do the Different Terms and Charges on my bill mean?

<u>Description</u>	<u>Amount</u>
<i>Vehicle Trip Charge (truck rolled to location)</i>	<i>\$20.00</i>
<i>Lab Fees</i>	<i>Can Vary</i>
<i>Fire Suppression Fee</i>	<i>\$25.00</i>
<i>Return Payment Fee</i>	<i>\$30.00</i>
<i>Same Day Service Fee</i>	<i>\$35.00</i>
<i>Tampering</i>	<i>\$75.00 - \$175.00</i>
<i>Account Set Up Fee</i>	<i>\$25.00</i>
<i>Water Billing Correction</i>	<i>Can Vary</i>
<i>Sewer Billing Correction</i>	<i>Can Vary</i>
<i>Leak Adjustment(s)</i>	<i>Can Vary</i>

*This table indicates common penalties, fees, charges, and other adjustments that may be included in the **Other Items** total on the front of your bill.*





# Understanding your MWA Bill

## How to Read Your Meter and Locate a Potential Leak at Your Property

Read the first four digits on the meter. Look at your most recent water bill. Obtain your current reading. Subtract the read on your bill from the read on the meter. You now have the number of units used since the meter was last read. 1 unit = 748 gallons.

<http://www.maconwater.org/HowToReadYourMWAWaterMeter>

For information on how to determine if there is a water leak on the customer's side of the MWA water meter, check out the following link to the educational material on "How to Locate a Leak at Your Home or Property"

<http://www.maconwater.org/sHowToLocateLeakAtYourProperty>

