



INFORMATION FOR NEW WATER CUSTOMERS

WATER RATES - Basic Rates:

- Water - \$48.00 (no water included). Water usage billed at \$4.65 per 1,000 gallons.
- Sewer - \$53.00, flat rate
- Storm Drain - \$2.50, flat rate
- **Note:** Customers across the highway have “water” only and their rates vary depending on the size of the meter. There is no charge for sewer or storm drain, so those rates do not apply to these customers.

NEW ACCOUNT DEPOSITS AND FEES

- A deposit is required for all new accounts, \$130.00 effective July 2015. The deposit will be held until termination of service. At that time, it will be applied toward the final bill and any balance refunded.
- There is a one-time non refundable administrative fee of \$27.50 applied to new accounts, which will appear on the first statement.

CURRENT BILLING PROCEDURES AND FEES

- Each billing period runs from the 21st of one month to the 20th of the following month. Bills are mailed out on the last working day of each month.
- Payment is due by the 15th of the month.
- Meters are typically read between the 18th and 22nd of each month.
- Pursuant to City Ordinance 7.085, a water account is delinquent if it is not paid on or before the 15th day following the date of billing of said account. Therefore, if payment is not received by the time the next month’s bills go to print, a \$12.00 late fee will be added to the account. A notice will also be included with the bill notifying the customer to pay the delinquent amount and/or contact the City office **prior** to the 6th of the month to make payment arrangements. If we do not hear from the customer **prior** to the 6th of the month, we will post a 24 hour shutoff notice on the residence and a \$27.50 fee will be applied to the account. If the 24 hour period passes and there is no contact from the customer, the water will be turned off and a \$55.00 reconnect fee will be applied to the account. These fees have been established by the City Council and are set out in Resolution 2012-#2.
- If water is turned off due to owner’s request (i.e., extended vacation, repairs, etc.), there will be a charge of \$55.00 applied to the account.
- Payments can be made in cash, check, money order, credit or debit card at the City office Monday through Friday during normal business hours. Echecks, credit and debit cards are accepted 24 hours a day, 7 days a week through the City website, www.adairvillage.org. **(Please note there is a 2.5% fee per credit/debit card transaction (minimum fee \$2.00) and a \$2.50 flat fee per Electronic Check. These fees are charged by the processing agency.)**
- A payment drop box is located in the parking lot of the City offices, 6030 NE William R. Carr Avenue. Please do not place cash in the drop box.

MONTHLY NEWSLETTER and FACEBOOK

- A Monthly Newsletter is included with your Utility Statement.
- We also have a City website which is at <http://www.adairvillage.org/> City Ordinances pertaining to the above-mentioned fees can be found on the website
- We also handle other items for the City, such as ordinance laws and chicken permits.
- Find us on Facebook: “City of Adair Village”.