



## INFORMATION FOR NEW WATER CUSTOMERS

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### **WATER RATES - Basic Rates: (As of July 1, 2024)**

- Water - \$52.80 (no water included). Water usage billed at \$4.95 per 1,000 gallons.
- Sewer - \$65.50, flat rate
- Storm Drain - \$4.00, flat rate
- Backflow Inspection Service - \$3.33 per month for service addresses that have underground irrigation systems with backflow devices for state mandated backflow assembly testing -under 3"- or \$6.00 per month for those over 3".
- Note: Customers outside the city limits have water service 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 nonrefundable administrative fee of \$30.00 applied to new accounts, which will appear on the first statement.

### **CURRENT BILLING PROCEDURES AND FEES**

- Each billing period runs from the 21<sup>st</sup> of one month to the 20<sup>th</sup> of the following month. Bills are mailed out on the last working day of each month.
- Payment is due by the 15<sup>th</sup> of the month.
- Meters are typically read between the 18<sup>th</sup> and 22<sup>nd</sup> of each month.
- Pursuant to City Ordinance 7.085, a water account is delinquent if it is not paid on or before the 15<sup>th</sup> day following the date of billing. Therefore, if payment is not received on or before the 15<sup>th</sup> day of the month, a \$15.00 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 6<sup>th</sup> of the month to make payment arrangements. If we do not hear from the customer **prior** to the 6<sup>th</sup> of the month, we will post a 24-hour shutoff notice on the residence and a \$30.00 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 \$60.00 reconnect fee will be applied to the account. These fees have been established by the City Council and are set out in Resolution 2020-1.
- If water is turned off due to owner's request (i.e., extended vacation, repairs, etc.), there will be a charge of \$60.00 applied to the account. This is for one turn off and turn on.
- Payments by check or money order can be mailed to the city or can be dropped in the box located in the City Hall parking lot., 6030 NE William R. Carr Avenue. Please do not place cash in the box. Echecks, credit and debit cards are accepted 24 hours a day, 7 days a week through Xpress Bill Pay, accessible from the City website, [www.adairvillage.org](http://www.adairvillage.org), or directly at [www.xpressbillpay.com](http://www.xpressbillpay.com). You can sign up to receive your bill via email, pay your bill online and set up automatic payments; information about Xpress Bill Pay is available on our website or on the back of this sheet.

### **WAYS TO STAY IN CONTACT**

- A monthly newsletter is included with paper utility statements and posted on the city website.
- We also have a city website at <http://www.adairvillage.org/>. City ordinances pertaining to the above-mentioned fees can be found on the website.
- Sign up for TextMyGov for important updates by sending a text to 91896 with "AVWATER" or "AVEVENTS" or "AVEMERGENCY" in the body of the text.