



## MONTHLY WATER BILLING

**ATTENTION GRAHAM WATER CUSTOMERS:** The City of Graham will begin monthly water billing for all customers in May. Below are some frequently asked questions regarding the conversion to monthly billing.

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### **When will I receive my first monthly bill?**

All customers will receive a bill in the month of May and will receive a bill each month thereafter.

### **Are the water rates going up because of this change?**

No, the current rates for fiscal year 2007-2008 will not increase due to monthly billing. Rates are normally evaluated and adjusted on an annual basis as part of the City's budget process.

### **What will the minimum bill be?**

Under the current rates for fiscal year 2007-2008, the new minimum bill for all services per month will be \$22.82. Currently the minimum bimonthly bill for all services is \$45.64.

### **When will my bill be due?**

All bills are due without penalty by the 18<sup>th</sup>. Bills that remain unpaid by the 18<sup>th</sup> will receive a \$5.00 late penalty. Bills that remain unpaid by the 28<sup>th</sup> will be assessed a \$15.00 nonpayment fee and be subject to disconnection.

### **I'm enrolled in payment draft, how will this affect me?**

Customers that are currently enrolled in payment draft will continue to have their account drafted on or shortly after the 10<sup>th</sup> of each month. The only change is that your account will be drafted each month rather than every other month.

### **Will my meter now be read each month?**

Yes, each meter will now be read monthly in order to calculate your bill. The City is now able to read meters much quicker since almost all meters in the system are read electronically.

### **I am already a monthly customer, how will this affect me?**

If you are currently a monthly customer you will not be affected by this change. You will continue to receive your bill as usual.

### **Why is the City making the switch to monthly billing?**

In recent years the City has received suggestions from citizens to convert from bimonthly to monthly billing. Many believe that a monthly billing frequency will assist in household budgeting, identify water leaks or other plumbing issues quicker, as well as reduce confusion by having billing practices similar to that of other local utility companies.

**ADDITIONAL QUESTIONS REGARDING MONTHLY BILLING MAY BE  
FORWARDED TO THE CITY OF GRAHAM WATER DEPARTMENT AT 570-6700**