

UNDERSTANDING YOUR WATER AND SEWER BILL

Current rates can be found on the Internet at www.rswy.net. Choose "Departments" from the menu at the top of the page then "Finance" then "Utility Billing". Click the link called "**Current Rates for Water and Sewer**". For customers without internet access, our customer service personnel will be happy to explain the specific components of your bill.

BILL DEFINITIONS AND SCHEDULE

Current Charges: The amount due for all services/fees during this billing period
Current Due By: The due date for "current charges".
Invoice Date: Date bills are mailed
Balance Forward: The total amount due for items billed on previous statements. Note – Any balance forward is due immediately.
Late Water: 2% of all unpaid water charges assessed on the 22nd day after the invoice date
Late Sewer: 2% of all unpaid sewer charges assessed on the 22nd day after the invoice date
Water Deposit/Sewer Deposit: The sum of deposits added during this period*

Summary of Charges: A description of how charges for water and sewer were calculated during this period.
Account #: The number specific to your account. Reference this account for any inquiries or payments.
Consumption Chart: A chart showing consumption usage over a year period.
Meter Size: Size of meter in the property
AMR ID: Remote Read number assigned to your meter
Previous Read: Last read obtained on the meter
Current Read: Read obtained during this billing period.
Usage: Consumption to be billed for this period. Usage is in cubic feet.

DAY 1	INVOICE DATE
DAY 21	DUE BY DATE
DAY 22	LATE FEE ADDED (2%)
DAY 42	DELINQUENT NOTICE SENT (\$15 FEE)
DAY 45	ACCOUNT SUBJECT TO SHUT OFF

***Deposits:** Pursuant to City Ordinance 4-1405, your account will be assessed a deposit if you incur three (3) consecutive delinquent notices. If a deposit is currently on file an additional deposit will be assessed to comply with the ordinance. Any account requiring termination will be charged this deposit in addition to service disconnect and restoration fees.

CHANGE OF OWNERSHIP/MOVING PROCEDURES

Please contact us within 5 business days of your move out/closing date so we are able to obtain a final read and process a final bill. We will need your forwarding address to send your final bill or any credit refund due. If you fail to notify us regarding discontinued service, the customer is responsible for all subsequent bills. If you need your bills sent to a new address, please notify us ASAP.

RENTAL PROPERTY PROCEDURES AND INFORMATION

The owner of the property is always responsible for the water/sewer bill and any related charges. If you wish to mail your bill to a tenant, the owner of the property must complete a "Waiver" for each tenant. If the tenant fails to pay the bill, the owner of the property will be responsible for paying the outstanding balance in full prior to a new tenant moving in. We will not provide reimbursements for auto-pay.

METER RESPONSIBILITY

It is the responsibility of the customer to provide adequate protection for the meter to insure against freezing, heat damage, etc. The replacement cost resulting from such meter damage will be reflected as a direct charge to the customer.

TERMINATION OF SERVICE DUE TO DELINQUENCY

If you have a disputed bill, call our office prior to the due date. Otherwise, bills are subject to normal shut-off procedures. Any account with a balance 45 days after the bill date is subject to shut off. If an account is shut off for delinquency, the customer must provide payment for all past due charges, assessed deposits, and shut off / turn on fees.

ANNUAL WATER QUALITY REPORT

Direct Link: http://www.rswy.net/egov/documents/1555512487_98826.pdf
 If you would like to request a paper copy please contact our office at 307-352-1527.

PAYMENT METHODS

Please note: all payments made over the phone, as well as in person counter payments received after 2 p.m. will post to your account the following business day

By Mail Rock Springs Municipal Utility
 212 D Street
 Rock Springs, WY 82901

By Phone Call our automated system at 1-866-270-6531
 ❖ Credit/Debit Card or E-Check
 ❖ You will need your account number.

In Person Rock Springs City Hall
 212 D Street
 Rock Springs, WY 82901
 ❖ Payment Types Accepted: Cash, Check, Money Order and Credit/Debit Card
 ❖ Drop boxes are located in the front and back of the City Hall building for after-hours payments. Collected Monday - Friday at 8:00 a.m.

Online Go to www.rswy.net
 ❖ Credit/Debit Card or E-Check
 ❖ Select drop down "**how do I**"
 ❖ Then select "**pay my bill**".
 ❖ You will need your security code.

CONTACT INFO:	PHONE:	FAX:	ADDRESS:
Rock Springs Municipal Utility	307-352-1527	307-352-1447	212 D Street, Rock Springs, WY 82901
City Hall	307-352-1500	307-352-1516	212 D Street, Rock Springs, WY 82901
Joint Powers Water Board	307-875-4317	307-875-5387	P.O. Box 1299, Green River, WY 82935
EMERGENCY: After hours water/sewer emergencies ONLY please contact Police Dispatch at 307-362-6575			