

## Utility Billing Questions

- How often are water bills mailed?

Water bills are mailed on or about the 10<sup>th</sup> of each month alternating as follows:

- Breitung bills are mailed on even numbered months
- Heights/Ford Addition bills are mailed on odd numbered months

Bills are due on the 10<sup>th</sup> of the following month. If the bill is not paid by the due date, a penalty fee will be added to the initial amount. Reminders are mailed the day after the due date and are due by the 25<sup>th</sup> of the month to avoid shut-off.

Final bills – When an occupant is vacating a property, a moving date and meter reads must be provided to calculate a final bill. Final bill payments are due within 15 days of the moving date.

- Are fees for garbage collection billed separately than water?

Water, sewer and garbage collection charges are all included on the same bill.

- What are the garbage collection fees?

The current garbage collection fees are \$12.00 per month (\$24.00 per billing cycle).

- What are the residential water and sewer fees?

The flat fee for water/sewer is \$3.15 per month (\$6.30 per billing cycle). In addition to flat fees, bills include water/sewer usage charges, which are measured in 1000 gallons based on meter readings. Residential usage fees per 1000 gallons are \$2.57 for water and \$4.40 for sewer, totaling \$6.97 per 1000 gallons used.

- What are the water and sewer usage rates?

Water usage is measured in 1000 gallons. Usage is based on individual habits such as the number of people using water, amount of laundry, and the frequency of watering gardens/lawns, etc. Based on these variables, we cannot estimate an average usage or monthly bill. An individual usage pattern will develop once a customer has service at a location for several months.

- Can I make payments for my water bill with a credit card?

At this time, the City of Kingsford can only accept payments by check or cash.

- What address do I mail my water and tax payments to?

Payments can be mailed to 305 S. Carpenter Avenue, Kingsford, MI 49802. For your convenience, there is also a drop box located in the parking lot in the rear entrance at the City Hall that can be utilized for making payments after hours. Payments can also be made in person inside the City Hall offices during business hours.