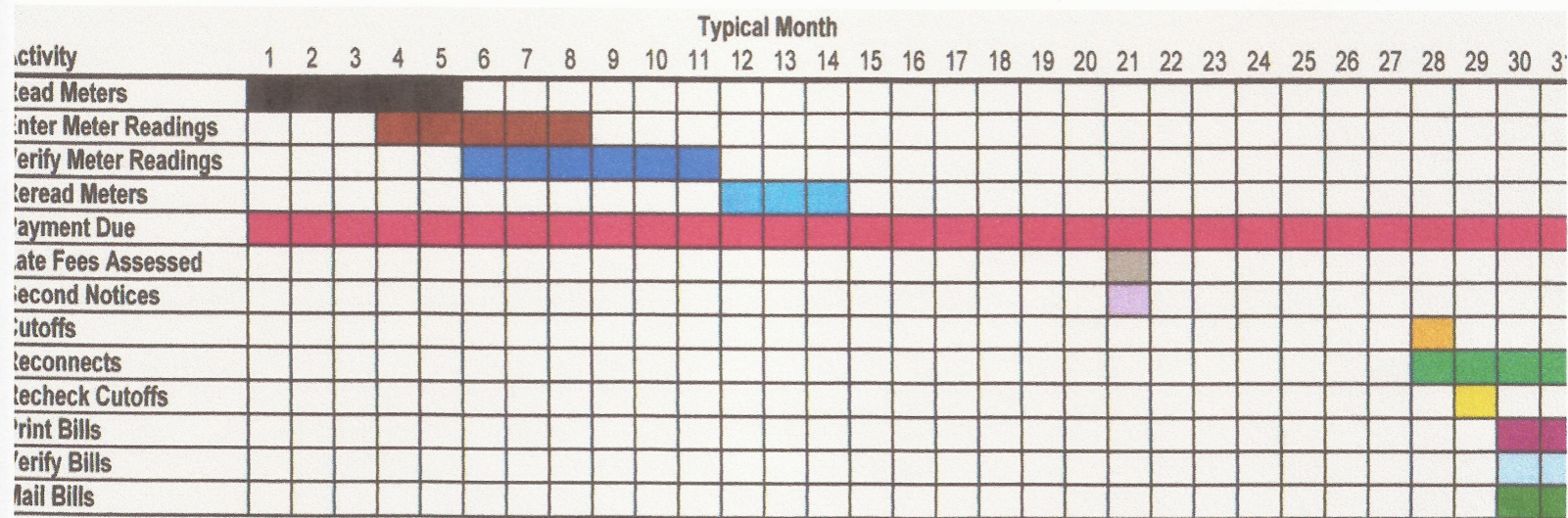


## Billing Cycle Timeline



- Meters are read the first week of the month
- Meter reads are entered into the computer
- Meter reads are verified
- Questionable meter reads are reread
- Payments are taken all during the month
- On or after the 20th late fees are assessed
- Second notices are mailed out

- After the 27th of the month-disconnects for non payment are done
- Reconnects from non-payment disconnects
- Verify that disconnects from non-payment are still locked off
- The last day of each month bills are printed
- After bills are printed, they are verified
- Bills are taken to the Post Office

### BILLING CYCLE

MONTH BILL IS DUE	MONTH METER IS READ	MONTH WATER WAS USED
JANUARY	DECEMBER	NOVEMBER
FEBRUARY	JANUARY	DECEMBER
MARCH	FEBRUARY	JANUARY
APRIL	MARCH	FEBRUARY
MAY	APRIL	MARCH
JUNE	MAY	APRIL
JULY	JUNE	MAY
AUGUST	JULY	JUNE
SEPTEMBER	AUGUST	JULY
OCTOBER	SEPTEMBER	AUGUST
NOVEMBER	OCTOBER	SEPTEMBER
DECEMBER	NOVEMBER	OCTOBER

Your meter is read during the first 5 days of the month to calculate your last 30 days of water consumption. For example, your March usage will be read the first week in April for your bill mailed the last day in April; you should receive your bill the first week in May; this bill will be due May 20th. Click on read my bill for more information.

When verifying the readings we check for unusually high readings or anything that may indicate a reading error or meter problem. If there is such a situation, we go back and re-read the meter by the end of the second week.

Errors rarely get past us but remember never reset, it continues to calculate your total water usage since the account began. So if there is an error in the reading in one month, a correct reading the following month will offset the previous error. And remember: your meter cannot measure more water than passes through it.