

Sewer Billing – Questions and Answers

1. What's happening?

We are in the process of modernizing our billing system. During our recent conversion to “level billing” your October sewer usage charge was omitted from the invoice.

2. How did this affect me?

You were billed your regular base charge of \$66.30 which includes 4,000 cubic ft of metered usage. You were not billed for your usage above 4,000 cubic ft. We have added that charge to your current bill.

3. Why should I have to pay for your mistake?

The charges are correct and are based on actual metered usage during the October billing cycle. Your bill amount is comparable to previous bill periods.

4. Did this happen to everyone?

Only customers in the small (5/8”) meter class billed during the month of October were affected, and only if their usage exceeded the allotted 4,000 cubic ft.

5. I cannot afford to pay this bill.

Upon request, your due date can be extended to 90 days without penalty.

(Previous balance must be -\$0.00- or paid up at this time).

6. Will this happen again?

Our transition to “level billing” has been completed. Though we experienced some struggles, we are now able to provide improved billing and customer services. Please visit

<http://www.buffalowaterauthority.com/CustomerService/RatesandFees> for additional information and access to our on-line bill calculator. We do thank you for your patience and look forward to serving you in the future.