

## **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.