

Bill Definitions and Schedules (Your bill may not contain all these terms)

Payment Due Date—The last date to pay your bill to avoid late fees and service disconnection.

Previous Balance—The total amount due for items billed on your previous statements.

Payments—The sum of all payments applied to your account during this billing period.

Current Charges—The amount due for all services/fees during this billing period.

Penalties—The sum of all late payment penalties on unpaid amounts.

Adjustments—The sum of all miscellaneous credits or debits applied to your account during this billing period.

Deposits—The sum of all assessed deposits during this billing period*.

Balance Due—The amount to be paid by the due date.

Billing Summary— A summary of all services/fees and amounts due this billing period.

Did You Know— This area is for customer service reminders and special announcements.

Charts & Graphs— A comparison of days of service, usage and averages to the last billing and last years billing. (To calculate gallons per day, multiply the usage by 7.48 and divide by the # of days in the billing period.)

Service Location—The physical address where services are being provided or fees are being charged.

Service Period—The beginning and ending dates of service, used to calculate a bill.

Meter Number—The number on the meter assigned to a service location.

Rate Class—The classification of service based on the physical location.

Examples (For current rates, visit www.utilities.cityofws.org)

Ins W-S Wtr Bi	Inside Winston-Salem Water Bi-Monthly Billing
Ins W-S Wtr Mo	Inside Winston-Salem Water Monthly Billing
Ins W-S Swr Bi	Inside Winston-Salem Sewer Bi-Monthly Billing
Ins W-S Swr Mo	Inside Winston-Salem Sewer Monthly Billing

Meter Reading—The actual meter reading from the previous and current reading.

Usage—Total consumption in cubic feet for the attached meter.

Bills/Termination Notices/Disconnection of Service

Day 1	Billing Date
Day 28	Late Penalty Added (10%)
Day 35	Termination Notice Sent
Day 49	Disconnect Order Issued (\$20 Penalty Added)

***Deposits:** If water service is disconnected, a penalty deposit equal to 1½ times the average usage billed over the prior six months is added to the next bill. The deposit will be refunded after 2 years if no additional penalties are assessed for late payment. Additionally, service request deposits are assessed based on initial service credit evaluations.

Notice regarding discontinued service: Any customer that discontinues service at a location must notify us to close their account for final billing. If notification is not received, the customer is responsible for all subsequent bills.

Storm Water

Impervious Surface Area—Calculated by adding up the square feet of a structure, sidewalk, driveway, etc.

Residential Storm Water Tier Levels (For current rates, visit www.stormwatersmart.com)

Res SW Fee Tier 1	From 1 - 2,000 sq. ft. of impervious surface area
Res SW Fee Tier 2	Between 2,001-4,000 sq. ft. of impervious surface area
Res SW Fee Tier 3	Between 4,001-6,000 sq. ft. of impervious surface area
Res SW Fee Tier 4	More than 6,000 sq. ft. of impervious surface area

Non-Residential Storm water—The impervious surface area times the rate per acre

Notice regarding returned checks:

If payment of your check is refused due to insufficient funds (including uncollected funds) or because you have no account at that bank, we will electronically debit your bank account for the amount of the check. Additionally, if payment of your check is refused, your bank account will be charged a processing fee in the maximum amount allowed by state law *each time your check is presented for payment.*

New address:

Do not write below this line