

UTILITY BILLING 101

Overview of Electric, Water
and Wastewater Billing

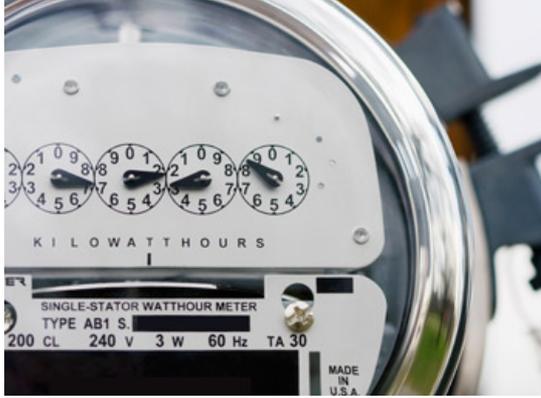
Utility Billing Staff

Utility Billing has four full time Meter Service staff members.

Three Meter Reader Technicians read 16,250 meters each month.

They walk an average of 12 miles a day.





One Meter Reader Technician completes an average of 745 work orders per month.

Orders include move in and move out reads, turn on and turn offs, water meter installations, meter change-outs, re-reads, and one on one site visits with customers in the field.





Utility Billing has five full time office staff members.

Two Customer Service Representatives, two Utility Billing Specialist and a Customer Service Manager.





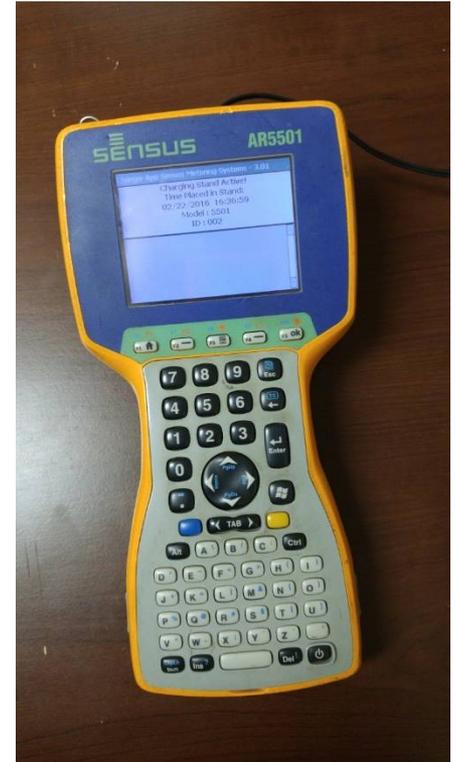
They handle all new customer setups, customer moves, inquiries, billing calculations, payments, collections and reporting.



Billing Process

We have 46 sequential reading routes that are broken into three billing cycles.

The routes are loaded into a handheld device, for the Meter Reader Technician to record the reads.





How do they read the meters?



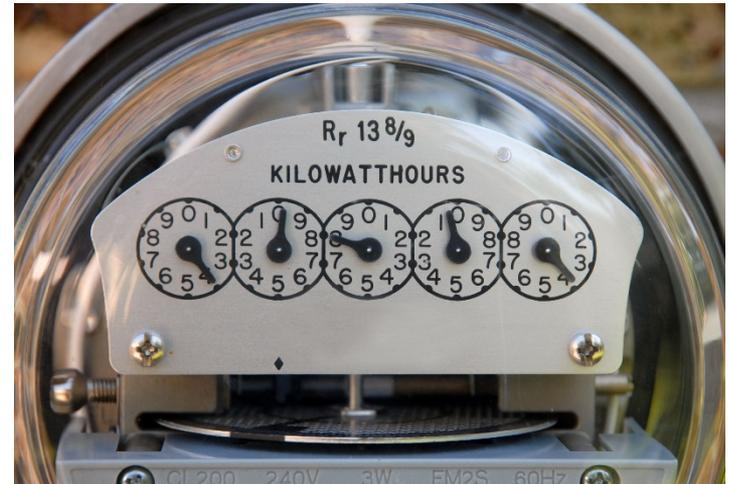
How Accurate is Utility Billing

- ▶ Gardner–99.9%



Access to Meters

- Reading of meters
- Inspections of meters
- Only allowed at a reasonable hour
- No access to meter results in estimation



Estimation of Bill

- ▶ Is a computerized calculation of past consumption to insert a meter reading into the bill versus an actual reading.
- ▶ Bill reflects an E behind the meter number
- ▶ Can occur if the meter:
 - Stops
 - Fails to register properly
 - Meter is not accessible



How is an Estimation Calculated

- ▶ Available time periods used
 - 3 previous months
 - 12 month history
 - Same period last year
 - Location history
- ▶ Consumption time period/reading days in period = Daily average * reading days in current period.
- ▶ Read is created and bill is created



Utility Billing Dates

- ▶ Cycle 1
 - Bill on the 7th; Due on the 27th
- ▶ Cycle 2
 - Bill on the 17th; Due on the 7th
- ▶ Cycle 3
 - Bill on the 27th; Due on the 17th
- ▶ Delinquent Accounts



Water Rates

- ▶ Monthly Service Charge for Inside City Limits
 - \$13.45 per Month
- ▶ The usage rate increases in increments with increased consumption
 - The first 6,000 gallons is billed at \$5.99 per thousand gallons.
 - The average person consumes 2,000 gallons per month.



Water Rates

- ▶ Average House Usage
 - 5,000 gallons per month
- ▶ Average Business Usage
 - 17,000 gallons per month
- ▶ Average Industrial Usage
 - 25,000 gallons per month



Waste Water Usage Calculation

- ▶ Waste Water is not metered
- ▶ It is based on actual water usage or a winter cap that is set from the January and February utility bills.

An example:

Bill Date	Read Date	Read	Days	Water Usage	Waste Water Usage
1/7/2016	12/22/2016	18	28	6	6
2/7/2016	1/26/2016	26	35	8	8
3/7/2016	2/15/2016	32	30	6	6
4/7/2016	3/17/2016	40	31	8	7
$(6+8)/(28+35)$ $14/63=6.6$ <i>Winter Cap is set at 7,000 gallons</i>					



Waste Water Rates

- ▶ Monthly Service Charge
 - \$13.73 per month
- ▶ Based upon monthly calculated usage
 - \$8.78 per 1,000 gallons



Types of Residential Electric Accounts

- ▶ Residential
- ▶ Residential with Electric Heat
- ▶ Residential and Commercial Electric Heat with Separate Meter



Types of Commercial Electric Accounts

- ▶ Commercial without Demand
- ▶ Commercial Electric Heat
- ▶ Commercial with Demand
- ▶ Large Commercial



Other Accounts

- ▶ School District
- ▶ City of Gardner



Customer Services Offered

- ▶ Budget Billing
- ▶ One-on-One Bill Analysis
- ▶ Customer Conservation Information
- ▶ In Field Consultations (at your meter)
 - **By Appointment Only**
 - How the Meter Works
 - How to Read the Meter
 - Pressure Test
- ▶ Leak/High Usage Detection
 - Toilet Dye Kit
 - Breaker Test



How Can I Pay?

- ▶ Online
 - www.gardnerkansas.gov
- ▶ Automated Phone Payment
 - 913-856-7535
- ▶ 5 Drop Boxes
- ▶ Automatic Bank Drafting
- ▶ In person at City Hall
 - 7:30 a.m. to 5:30 p.m.
- ▶ Payment Plan



Questions???