



MONTHLY UTILITY BILLING

ESTIMATING FAQ - OCTOBER 2018

Q: Why are my bills estimated every other month?

Your utility bill is estimated every other month, with an actual meter read occurring within the following thirty days of your estimated bill. As part of the monthly utility billing, your rates already reflect the lower cost of a City employee reading your meter six times in one year, rather than twelve times in one year. This means that every other month, bills will be estimated based on **your** actual usage history.

Q: How accurate is my estimated bill?

Estimates become more and more accurate as we have additional meter reads to base your estimates on in the future.

Actual meter reads are combined and averaged to determine your estimate.

Estimates are calculated based off of actual reads only. See Figure A.

	Posted	Action	Read Type	Read	Usage
	10/2/2017	Meter Read	Estimate	494200.00	4700.00
▶	9/28/2017	Payment Posted		0.00	0.00
	9/5/2017	Meter Read	Auto Read	489500.00	4300.00
▶	9/1/2017	Bill Calculated		0.00	0.00
▶	8/28/2017	Payment Posted		0.00	0.00
	8/2/2017	Meter Read	Auto Read	485200.00	4800.00
▶	8/1/2017	Bill Calculated		0.00	0.00
▶	7/27/2017	Payment Posted		0.00	0.00
	7/5/2017	Meter Read	Auto Read	480400.00	3800.00
▶	6/30/2017	Bill Calculated		0.00	0.00
▶	6/20/2017	Payment Posted		0.00	0.00
	6/5/2017	Meter Read	Auto Read	476600.00	6000.00

Figure A. Find your usage history online at CityofGrandLedge.com

Q: Will my bills always be estimated?

No. We are replacing customer water meters with radio-read meters. This means we will be able to drive a truck down the street and read radio-read meters quickly and efficiently, rather than a City employee walking and reading every house meter. **Homes equipped with radio-read meters are read every month; these utility accounts have actual reads every bill.** Estimating bills will slowly be phased out as we are able to install more radio-read meters over the next several years.

When can I expect an actual bill and an estimated bill?											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Act	Est	Act	Est	Act	Est	Act	Est	Act	Est	Act	Est

Q: How can I track and learn more about my water usage?

We encourage utility customers to learn more about their water usage. Especially as water usage patterns may change from life events (ie. household occupants moving in or out), seasons (ie. outdoor watering, seasonal cleaning), and even unidentified leaks in your home (ie. toilets, water softeners).

Q: Are there easier ways to view and pay my utility bill?

Absolutely! We offer conveniences like paperless e-billing, viewing your usage online, paying your bill online (fees apply), and even sign up for quick and easy (and free) auto-pay through City Hall.



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