

Water/Sewer Billing Process

Set Up Account

Someone moves to town, they go to the Front Door with a photo ID and set up an Account to turn on water and sewer services for their address.

STEP
01



Meter Reading

The City is divided into four sections which allows one area's meters to be read each week. Our team records the readings on a hand held Sensus device, that also contains the address & individual identification. The information transfers to a Fund Balance program in the computer.

STEP
02



The Report

If readings are abnormally high, they will be reread at the site. If we are unable to read your meter, it will be estimated. If it was read, your bill will have an "R," if estimated your bill will show an "E." Issues might be indicated and a meter audit report can help search for problems in the meter readings or to help identify leaks. If you have an abnormal bill, please contact The Front Door.

STEP
03



Rates

City Ordinances determine water and sewer rates. Water charges (WA) are based on usage rate for the nearest 1,000 gallons plus a base rate for commercial and residential properties. Sewer rates (SW) are calculated by a 4-month average, Nov. - Feb., one time per year in October & it stays the same for the full year. It is very important to contact the Front Door anytime you have a leak that will significantly affect your water usage.

STEP
04



The Billing

Water bills are due on the 28th day after the cycle, a 5% late fee will be charged if payment is late. A reminder or shut off notice is given if payment is not received in 28 days. This gives them an extra week to ten days to make payment. If not made, then employees will go to the residence and ask for payment to be made at the door. If not paid they will shut off the meter and record the meter reading.

STEP
05



Sample Bill

CITY OF GREAT BEND
 1615 10TH ST. / P.O. BOX 1168
 GREAT BEND, KS 67530
 (620) 793-4100

TEMP. - RETURN SERVICE REQUESTED

PROPERTY ADDRESS

CYCLE SECTION ACCOUNT NO.
 FROM CC1 S1 TO
 02/15/2018 03/15/2018

PRESORTED
 FIRST CLASS MAIL
 U.S. POSTAGE
 PAID
 GREAT BEND, KS
 PERMIT NO. 117

UTILITY BILL
RETURN THIS PORTION WITH PAYMENT
 CUSTOMER NAME & ADDRESS

CODE	CURR READ	PREV READ	USAGE	AMOUNT
WA	1801	R 1794		7.00
SW				35.09
SF	1801	R 1794		7.00
				0.22

CYCLE SECTION SEQUENCE NO.
 CC1 S1 0000011360

ACCOUNT NO.

BILLING DATE	AMOUNT DUE
04/04/2018	63.21
AFTER	
05/02/2018	PAY THIS LATE AMT. 66.37

BILLING DATE	AMOUNT DUE
04/04/2018	63.21
AFTER	
05/02/2018	PAY THIS LATE AMT. 66.37

PAYMENT THRU THE BANK
 IS NOW AVAILABLE

*See a full "Explanation of Codes" on the back of your bill

City Rate Increases

	Date Approved	% Increase	Date Effective	Ordinance #
Water	9/18/17	15%	10/1/17	4316
Sewer	8/18/14	15%	10/1/14	4271

Problem with your bill?

City Employees can help you determine if a problem is on personal property or city property

If at any time you need water turned off after hours, as for a leak or broken pipe, etc., please call the Water Department at 620-793-4100 and follow instructions on the message to get the appropriate on-call personnel.



Did You Know??

A Dripping Faucet Consumes:
 15 Gallons Per Day or 450 Gallons Per Month

Water Waste Chart

WATER WASTE AT 40 POUNDS PRESSURE

- a 1/32" leak wastes 170 gallons in 24 hours
- a 1/16" leak wastes 970 gallons in 24 hours
- a 1/8" leak wastes 3600 gallons in 24 hours

If you had a leak that was fixed, please provide The Front Door with a copy of your receipt/invoice to see if you qualify for assistance/adjustments.

For more Information or Questions:

City of Great Bend Front Door Water/Sewer Billing
 1615 10th Street/ PO Box 1168
 Great Bend, KS 67530
 620-793-4100
www.greatbendks.net