

THE CITY OF

# GREAT BEND

## Water/Sewer Billing Process

### Set Up Account

Requests for a new service or to make changes to an existing service is encouraged to be made in person at the Front Door, 1615 10th Street. If not, you may email [gbwater@greatbendks.net](mailto:gbwater@greatbendks.net). A copy of a photo ID is required to establish or change service.



### 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" next to the reading. If estimated, your bill will show an "E" next to the reading. If you have an abnormal bill, please contact the Front Door, 1615 10th Street or call 620-793-4100.



### The Billing

Water bills are due on the 28th day after the cycle ends. A 5% late fee will be charged if payment is remitted late. A payment reminder or shut off notice is given if payment is not received within the 28 days. That provides an extra 7-10 days before service is disconnected.

#### STEP 01



### Meter Reading

The City is divided into four billing cycles, with one cycle being billed each week. Our meter readers record the readings on a handheld device that contains the address & meter identification number. That information is then transferred electronically into the billing system.

#### STEP 02



### Rates

Water and sewer rates are set by City Ordinance. Water charges (WA) are calculated on 2 components: a base meter charge, plus a usage fee for every 1,000 gallons. Sewer charges (SW) are calculated annually by averaging the customer's water usage Nov.-Feb. Please contact the Front Door anytime you have a water leak that will significantly affect your water usage.

#### STEP 03



#### STEP 04

#### STEP 05

# Sample Bill

See a full "Explanation of Codes" on the



# How we can help you determine

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 620-795-4100 and follow  
instructions on the message to get the appropriate  
on-call personnel.**



# er Day or 600 Gallo

continuously running toilet  
waste up to 200 gallons a

can waste up to 200 gallons a day or 6,000 gallons per month



ou had a leak that was fixed, ple  
Front Door with a copy of your re

For more information or questions:



# Great Bend Front Door Water/Sewer

1615 10th Street/ PO Box 1168

# Great Bend, KS 67530

620-795-4100  
[www.greatbands.com](http://www.greatbands.com)

www.greatbehicks.net