

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. A copy of a photo ID is required to establish or change service.

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.

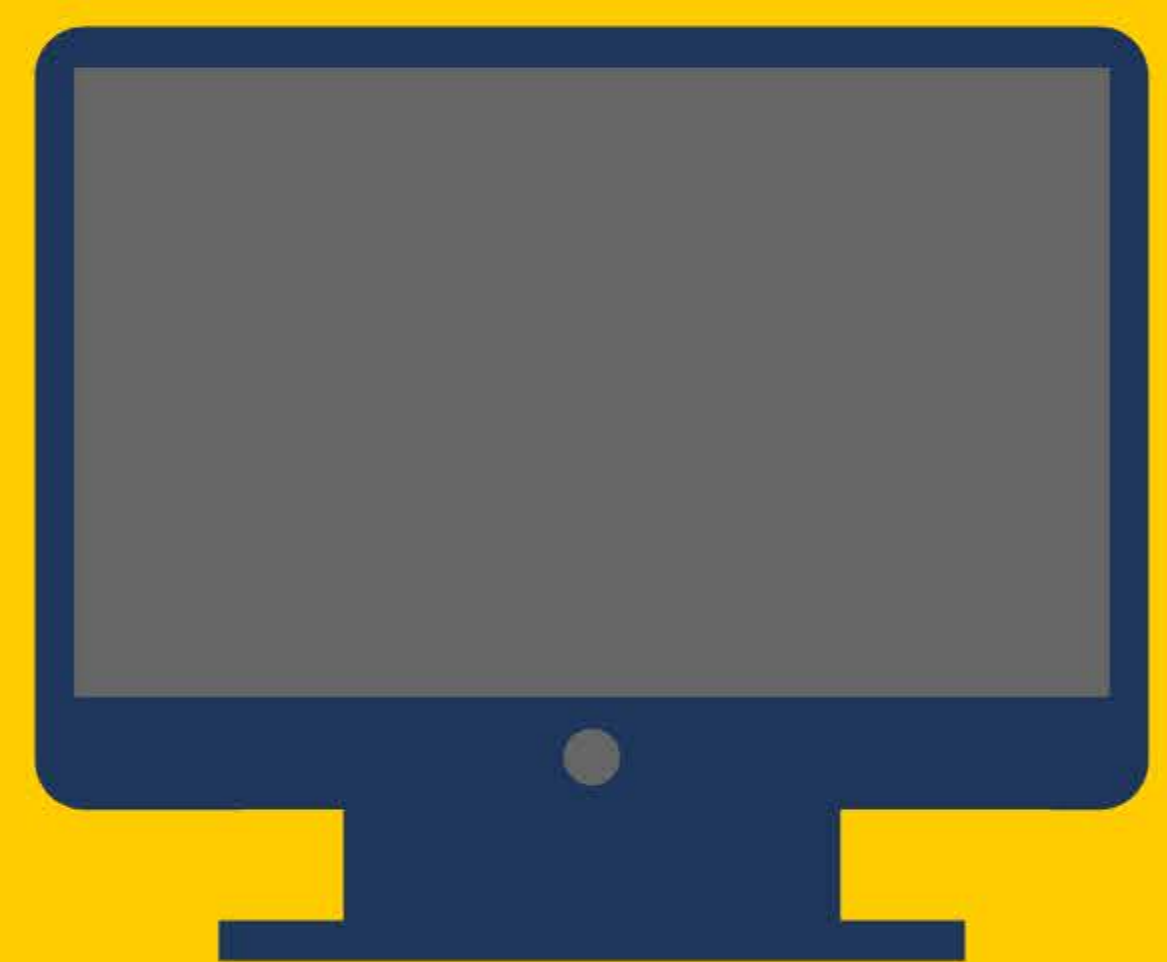


STEP
02

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.

STEP
03



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
04

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
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

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

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

CODE	CURR READ	PREV READ	USAGE	AMOUNT
WA	1801	R 1794	7.00	27.90
SW				35.09
SF	1801	R 1794	7.00	0.22

CYCLE	SECTION	SEQUENCE NO.
CC1	S1	0000011360

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

READ or ESTIMATE

BILLING CODES

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



Problems?

City Employees can help you determine if a problem is the customer's or city's responsibility

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:
20 Gallons Per Day or 600 Gallons Per Month**

**A continuously running toilet
can waste up to 200 gallons a
day or 6,000 gallons per month**

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