



CAMDEN-WYOMING SEWER & WATER AUTHORITY

P.O. Box 405, CAMDEN-WYOMING, DE 19934

PHONE: (302) 697-6372

FAX: (302) 697-2735

January 15, 2008

Work Shop Agenda; Lisa and Kathy

1. Billing Quarters; Read Dates & Due Dates
2. Usage Readings; How to Read your Meter
3. Billing Charges; Flat Rates & Usage x/1000 Gallons
4. How to Calculate your Usage
5. Understanding your Bill

- **No Specific Personal Account Questions can or will be answered during a workshop. Please call the office at (302) 697-6372 and set an appointment if you would like to discuss your account further.**



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Billing Quarters

1st quarter of 2008

January 1/08 – March 31/08

Due: April 25, 2008

2nd quarter of 2008

April 1/08 -June 30/08

Due: July 25, 2008

3rd quarter of 2008

July 1/08 – September 30/08

Due: October 25, 2008

4th quarter of 2008

October 1/08 – December 31/08

Due: January 25, 2009

Explaining Reading Dates

- Accounts are loaded (in hand held devices) approximately **10** days before the END of a billing quarter.
- We have TWO kinds of readings; 1) A **Touchpad**- we collect readings walking touching the pads to get the read. 2) A **Radio Read**- we collect your reading driving in or through a specific area and get the readings through a radio wave.
- CWSWA has two Hand Held reading devices and two employees that walk the streets of mostly the entire towns of Camden and Wyoming (only a few blocks or neighborhoods are radio reads)
- The process of collecting all the residential readings take approximately 3-5 days including gathering re-reads, for any readings missed.

** Example; 3rd Qu Read Sept 18, 2007 – 4th Qu Read Dec 18, 2007*



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How to Read your Meter

- *PLEASE FIND THE PICTURE ENCLOSED OF A REGISTER ON YOUR METER.*

Reading the dials on the meter for right to left (←)

One's You will find a painted on or "Fixed" **zero**. (Farthest right)

Ten's.....You will find the **ten** slot, second number in or the first turning dial.

Hundred's.....You will find the **hundredth** slot, third number in or second turning dial.

Thousand's.....You will find the **thousands** slot, the forth number in or third turning dial.

Our Readings and Billing Charges are per every **THOUSAND GALLONS**.
The ones, tens and hundredths are automatically turned into zero by our system

Example 0072720 converts to a reading of 0072 (72 thousand gallons of usage)

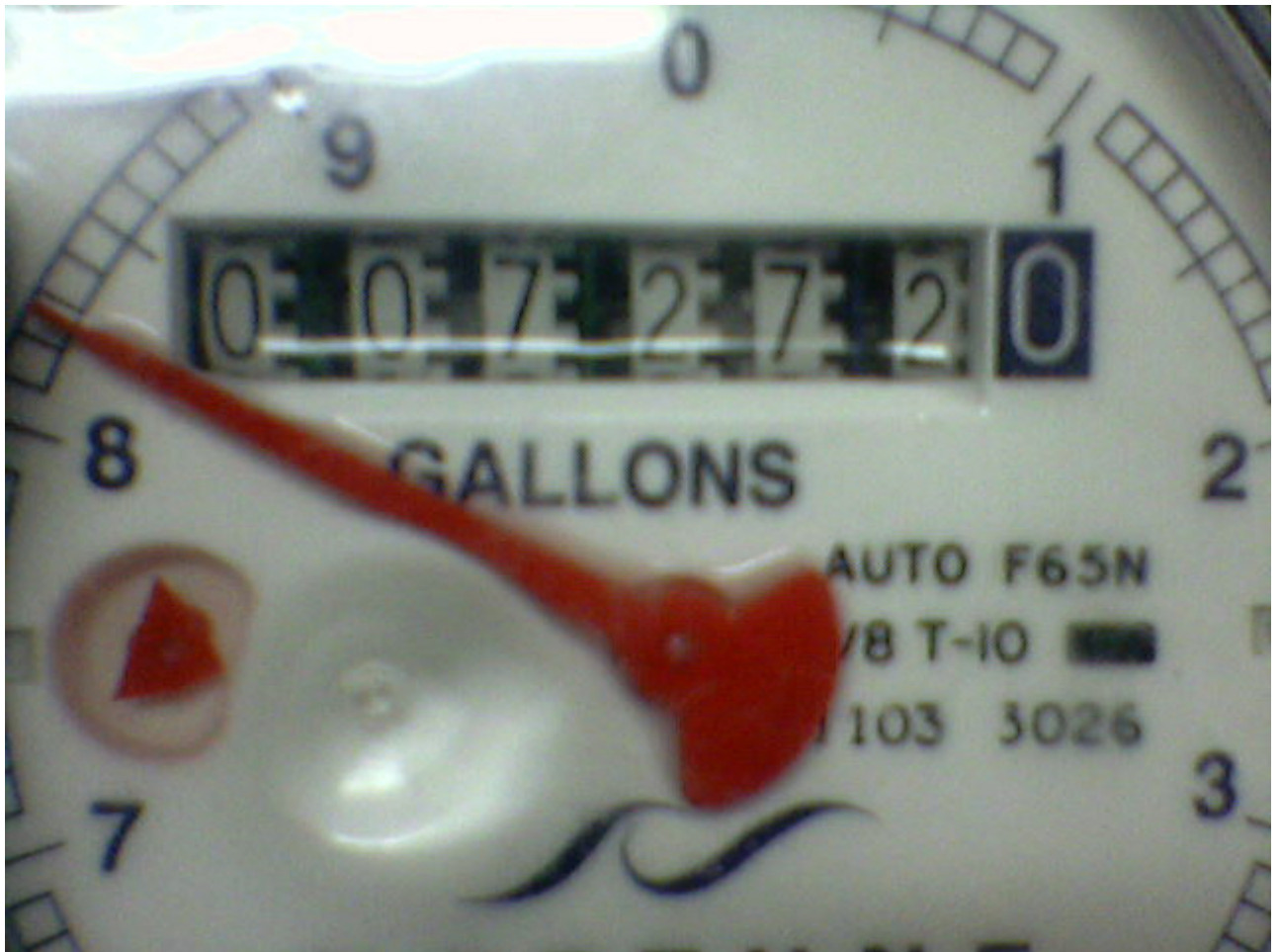


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Billing Charges For 2008

Each account has a water and or sewer side, most accounts have both services. Irrigation accounts only have a water side.

Water has an automatic billed Flat Rate, before any water usage charges are calculated.

- 2008 Water Flat Rate is: \$ 28.83

Sewer has an automatic billed Flat Rate, before any sewer charges are calculated.

- 2008 Sewer Flat Rate is: \$ 47.24

Flat Rate with NO usage is: **\$76.07**

Our system bills per thousand gallons of usage. Now that we know how to read our meters we can now calculate the usage charges. Sewer Charges are based upon total water consumption.

Water (per thousand gallons): 5.22

Sewer per thousand gallons: 2.18

Kent County Sewer per thousand gallons: 2.67

Total usage charges per thousand gallons: **\$10.07**

*Don't forget, to get the total of your bill you will need to **add** the usage charges to the Flat Rate!
(see item G, Last Sheet)*



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CAMDEN-WYOMING SEWER & WATER AUTHORITY
P.O. BOX 405, CAMDEN-WYOMING, DELAWARE, 19934
FOR SERVICE CALL: 697-6372

ACCOUNT 60407-0	BILLING DATE 3/31/08
SERVICE LOCATION 16 S. West Street	
SERVICE FROM 1/01/08	SERVICE TO 3/31/08
CURRENT READING 72000	PREVIOUS READING 62000
USAGE 10,000	ARREARS
SEWER CHARGE 95.74	WATER CHARGE 81.03
PENALTY	
DUE DATE 4/25/08	TOTAL AMOUNT DUE 176.77

EXAMPLE '2008' CHARGES

PLEASE RETURN THIS STUB WITH PAYMENT

MAKE CHECKS PAYABLE TO: CAMDEN-WYOMING SEWER & WATER AUTHORITY

ACCOUNT NO. 60407-0	
SERVICE LOCATION 16 S. West Street	
DUE DATE 4/25/08	TOTAL AMOUNT DUE 176.77

MAIL TO: Camden-Wyoming SW & WA
Attn: Mr. Harold Scott Sr.
P.O. Box 405
Camden, DE 19934

- A-** This is your Billing Account Number
- B-** Previous Quarter Meter Reading
- C-** Current Quarter Meter Reading
- D-** Billable Usage (*calculated by subtracting B from C*)
- E-** Water Flat Rate and Water Usage Charges Added together
- F-** Sewer Flat Rate and Sewer Usage Charges Added together
- G-** Total Amount Due on Account (*This may also include any arrears on account*)