



UTILITY BILLING ACCOUNT SERVICES
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New Water and Sewer Rates for 2019

As part of the 2019 budget, the Arvada City Council has approved increases for water and sewer services. These rates will become effective on January 1, 2019.

The City bills every two months for water and sewer service. The Arvada Water and Wastewater Utilities are funded through rates and new tap fees, not taxes. The City does not make a profit on these services or use the funds for anything other than providing water and sewer services. The rates are designed to cover the costs of providing reliable, high-quality water service and to efficiently remove, treat and dispose of sewage generated by our customers.

Water rates will increase by 3.4% to a base rate of \$3.96 per 1,000 gallons. The rate change will result in an additional **\$1.03** per month (**\$12.36** per year) for the average single family household.

Sewer rates will increase by 3.0% to a base rate of \$4.88 per 1,000 gallons. The rate change will result in an additional \$0.56 per month (\$6.72 per year) for the average single family household.

Stormwater rates will not increase for 2019. The base rate is \$0.00304 per square foot of impervious surface located on the property.

The effects of the proposed changes on a customer's bill will vary depending upon the amount of water the customer uses and upon the amount of sewer generated by each customer.

For more information on Water and Sewer Rates, please **visit our website** or call **720-898-7070**





The **due date** on your statement will be the actual day funds are deducted from your bank account and credited to your utility account.

If you don't agree with your bill, you have up to five (5) business days prior to the **due date** to contact Utility Billing. Upon notification, Utility Billing will postpone the automatic payment transfer until the dispute has been resolved and a determination has been made as to the amount due.

If you have two insufficient fund occurrences within a twelve-month period, you will be removed from the program. A service charge of

\$25.00 will be placed on your account for each returned transaction.

You can **stop** your participation in the service at any time by notifying the Utility Billing Division in writing. Withdrawal requests received five (5) business days prior to your due date will be effective for that billing period; with shorter notification, withdrawal from the service will not occur until the subsequent billing period.

Authorized Agreement for Direct Debit Payment

I hereby authorize and request the City of Arvada (City) to receive payments of amounts owed by me for City water and sewer charges by initiating on the due date debit entries to my account at the Banking Institution (Bank) indicated below. I hereby authorize and request Bank to accept debit entries initiated by City and to debit the same to my account without liability for the correctness of entries.

City of Arvada Account Number _____

Customer Name _____

Service Address _____

City _____ State _____

Zip Code _____ Phone # _____

It is understood and agreed that I may withdraw from participation at any time by notifying Utility Billing in written form at least five (5) business days before the due date, notification shall be effective upon receipt.

Customer Signature _____

Date _____

Please check the type of account you are using:

Checking Account Savings Account

Banking Institution _____

Bank Routing # _____

Bank Account # _____

(A voided check must be included to process the application)

ACH Direct Payment Service

Convenient Easy

Would you like to be able to pay your water and sewer bill without ever having to write a check or search for a stamp again?

Now you can!

The City of Arvada strives to provide services that support the changing needs of our residents.

We would like to offer the

ACH Direct Payment Service to our utility customers. This service is a payment mechanism which offers residents an attractive alternative to traditional check-writing methods, allowing you the opportunity to make payments for water and sewer charges directly from your checking or saving accounts.

What can you expect from this service?

Once you have enrolled in the ACH Direct Payment Service, you will continue to receive your regularly scheduled bi-monthly Utility Billing Statement. The ACH payment service will go into effect with the second billing period following your enrollment.

You will receive a letter from Utility Billing stating when you can expect the first payment to draw.