

TOWN OF FRASER

Water & Wastewater Utility Billing

xpress BILL PAY

We are moving towards paperless utility billing. Contact Utilities Administrator Ann Hollis for assistance with Xpress Bill Pay.

There are no payment fees and it saves trees (paper), postage and staff time. See Ann's contact information below.



Visit www.frasercolorado.com, Departments, Finance, Utility Billing and Rates for more information.

970-726-5491
Town Finance Manager Beth Williams, ext. 207
Utilities Administrator Ann Hollis, ext. 206

Town of Fraser
153 Fraser Avenue
P. O. Box 370
Fraser, CO 80442

Beth Williams
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Ann Hollis
ahollis@town.fraser.co.us

➤➤➤ A reference guide to understanding your quarterly utility statement.



**Water Conservation is important to the
Town of Fraser and its residents!**

www.frasercolorado.com

The Town of Fraser water and wastewater systems serve residents within Town boundaries.

Water and wastewater services are billed at the end of each quarter after your service has been provided, at the end of March, June, September and December. Payments are due on the 25th of the month following billing, April, July, October and January. Penalties and interest are assessed on outstanding balances.

The Town of Fraser does not assess a property tax mill levy to assist with system operations and maintenance expenses. These expenses are paid with the fees reflected in your utility statement.

We understand that a quarterly billing can be a financial strain, especially when you forget that it is coming. Partial payments can be made on account at any time prior to the quarterly due date. All payments received will be reflected on your quarterly billing statement. For individuals suffering financial hardships, please contact the Utilities Administrator to arrange for an acceptable payment plan – please do not just disregard your invoices.

It is important to learn the location of your water shut off valve and your wastewater cleanout prior to an emergency situation.

In order for us to serve you better, we ask that you provide and keep current the following emergency contact information: name on the account, service address, telephone number where you can be reached and an email address which you check regularly. The information you provide is kept secure and is never released. With this information, we can better assist you in an emergency situation.



Questions regarding your statement should be directed to Utilities Administrator Ann Hollis at 970-726-5491, ext. 206 or ahollis@town.fraser.co.us

SAMPLE UTILITY STATEMENT



POST OFFICE BOX 370 – FRASER, COLORADO 80442 – PHONE 970-726-5491

Utility Customer Name
Mailing Address
City, State Zip Code

BILLING DATE: 3/31/20
ACCOUNT NO: 1.2345.00
SERVICE ADDRESS:
123 Main Street
UTILITY BILLING FOR:
01/01/20 TO 03/31/20

- ① ② ③ ④

METER ID	METER READING		TOTAL GALLONS USED (THOUSANDS)	DESCRIPTIONS	AMOUNT
	PREVIOUS	CURRENT			
12345678	2383	2416	33	Previous Balance	\$0.00
				Water - Base	\$153.00
				Water Usage	\$120.00
				Sewer	\$137.50
				Interest - Water	\$0.00
				Interest - Sewer	\$0.00
				Late Chg. - Water	\$0.00
				Late Charge - Sewer	\$0.00
TOTAL AMOUNT DUE					\$410.50

DUE DATE: 4/25/20

SAMPLE UTILITY STATEMENT

Information regarding water conservation is available on www.frasercolorado.com

- ① Each meter has a unique identification number (ID) on its register head.
- ② The previous quarter's ending meter reading.
- ③ The current quarter's ending meter reading.
- ④ The total gallons used (measured in thousands) is the result of the previous quarter's reading subtracted from the current reading; for example, 2416 - 2383 = 33 or 33,000 gallons.

The **Sample Utility Statement** shows a **residential** account with one water meter. You may have more than one meter on one account.

To calculate the water usage amount for residential uses, multiply the figure in Column 4 by the Water Consumption Tiered Structure Rate shown below. Calculate this for each meter in Column 1.

Tier 1 - \$1.50/1,000 for 0 to 12,000 gallons
Tier 2 - \$3.00/1,000 for 12,001 to 20,000 gal.
Tier 3 - \$6.00/1,000 for 20,001 gal. and over

By using the **Sample Utility Statement** water consumption total of 33,000 gal., the total amount charged for water usage is \$120.00 for the sample quarter.

The water usage amount is calculated by the total gallons used in the quarter multiplied through the water usage tier structure rate. For example,
Tier 1 \$1.50 x 12,000 gal. = \$18.00
Tier 2 \$3.00 x 8,000 gal. = \$24.00
Tier 3 \$6.00 x 13,000 gal. = \$78.00
\$120.00

The **SAMPLE UTILITY STATEMENT** reflects the water base rate and sewer rate for the year 2020; \$153.00 and \$137.50 respectively.

These rates, including the water usage fee multiplier, are subject to annual change.

The meter is wired to a remote meter reading device (MXU) which allows the meter to be read remotely, which is done on a monthly basis. Mechanical issues sometimes prevent the equipment from being read. One reason we read the meters on a monthly basis is so we can detect equipment malfunctions or unusually large consumption amounts, which may indicate an issue. These issues can sometimes be resolved from outside your home, but a Town staff member may need to gain access to your meter, which is typically inside your house, often in a crawl space or basement. It is critical that your emergency information is current so we can contact you to arrange for timely repairs.

Payments for the quarterly bill should be made to the Town of Fraser and for those individuals with multiple accounts a single check for all your accounts is acceptable. Please include your invoice remittance stub with all payments.

Payments can be made by mail, in person at Town Hall, utilizing the after-hours drop box adjacent to the front door, or by visiting our website to make an on-line payment using



Questions regarding your statement should be directed to the Utilities Administrator Ann Hollis, 970-726-5491 ext. 206 or ahollis@town.fraser.co.us