

TOWN OF FRASER

Water & Wastewater Utility Billing

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

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



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

www.frasercolorado.com

Water and wastewater (sewer) 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 any individuals suffering financial hardships, please contact the Utilities Administrator to arrange for an acceptable payment plan – please do not just disregard your invoices.

Learn the location of your water shut off valve and your sewer 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, service address, telephone number where you can be reached directly, by voice mail, message machine or 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 Nancy Anderson.



Go to www.frasercolorado.com
Departments, Finance, Utility
Billing and Rates for more info!

970-726-5491
Town Finance Director "Nat" Havens, ext 206
Utilities Administrator Nancy Anderson, ext 207

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

Nathaniel "Nat" Havens
nhavens@town.fraser.co.us
Nancy Anderson
nanderson@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: 3/31/16

ACCOUNT NO: 1.2345

SERVICE ADDRESS:

123 Main Street

UTILITY BILLING FOR:

01/01/16 TO 03/31/16

- ① ② ③ ④

METER ID	METER READING		TOTAL GALLONS USED (THOUSANDS)	DESCRIPTIONS	AMOUNT
	PREVIOUS	CURRENT			
				Previous Balance	\$0.00
12345678	2383	2416	33	Water - Base	\$153.00
				Water Usage	\$49.50
				Sewer	\$137.50
				Interest - Water	\$0.00
				Interest - Sewer	\$0.00
				Late Chg. - Water	\$0.00
				Late Charge - Sewer	\$0.00

TOTAL AMOUNT DUE \$340.00

DUE DATE: 4/25/16

SAMPLE UTILITY STATEMENT

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

This sample shows a **residential** account with one water meter. You may have more than one meter (multiple accounts).

To calculate the water usage amount, multiply the figure in Column 4 by \$1.50. Do this for each meter in Column 1.

- ① Each meter has a unique identification number (ID) on its register head. The meter is wired to your remote meter reading device (MXU) and the meter is read remotely on a monthly basis.
- 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 current reading subtracted from the previous reading; for example, 2416 - 2383 = 33 or 33,000 gallons.

The water usage amount is calculated by the total gallons used in the quarter multiplied by the water usage fee, which is (in 2016) \$1.50 per thousand gallons; for example 33 x \$1.50 = \$49.50.

This **SAMPLE UTILITY STATEMENT** reflects the water base rate and sewer rate for the year 2016 - \$153.00 and \$137.50 respectively. These rates, including the water usage fee multiplier, are subject to change annually.

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 as soon as possible. Often, these issues can be resolved from outside your home, but occasionally a Town staff member may need to gain access to your meter, which is typically inside your house, usually 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 written 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. Thank you!

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 Nancy Anderson,
 Utilities Administrator
 970-726-5491 x207
nanderson@town.fraser.co.us

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