

WELCOME TO YOUR NEW WATER STATEMENT



You Asked and We Listened.

Use this guide to navigate the new layout. If you have any questions, we're happy to answer them.

Your new statement is designed to quickly present the information you need, while also providing the valuable detail you want.

Call our knowledgeable customer service team at 401-821-9300 between 8AM and 4PM, Monday through Friday or come visit us at 1072 Main Street in West Warwick.

FRONT OF BILL

1 Pay Stub - The top portion of your water statement must be remitted if you pay by mail or in person. You'll find your name, account number, service address, due date, and customer ID (CID) code. **Your CID code is used to register for online payments and customer portal.**

2 Account Information - The bill to location, physical service location, account number, CID online access number, meter ID and size.

3 Bill Summary - Here is where you will find your prior balance, past payments, usage period, current consumption and current charges and due date. **Current Charges** - shows the usage amount in hundred cubic feet (HCF) and rate/HCF and other service and state required water protection charges. If your meter was changed during the last billing cycle it will show the usage on both meters.

4 Contact information - Office location and hours, phone numbers, email, website URL

5 Message Center and Alerts - Special messages from KCWA will appear here. If you had a new meter installed, usage alerts will also be displayed. 24/7 emergency phone number.

6 Water Use at a Glance - A graph of your past usage provides an indication of how current consumption compares to previous bills. This area displays the **actual cost of water per gallon**. **Average Daily Use** - Displays your average daily use for the most recent usage cycle/bill period. Customers can use this compare to average per person per day

KCWA Kent County Water Authority
1072 Main Street
PO BOX 192
WEST WARWICK, RI 02893-0192
TEMP-RETURN SERVICE REQUESTED

00000063470000020084002

1

2

3

4

5

6

Bill To
WATER CUSTOMER
123 ANY ST
WARWICK, RI 02886

Service Location
123 ANY ST
WARWICK RI 02886

Service
Account Number: 123456-0
CID Online: 12345
Service Type: Residential
Water Rate: \$ 5.235 / HCF
Meter ID: 1234567890
Meter Size: 5/8"

Contact Us
Kent County Water Authority
1072 Main Street
PO BOX 192
WEST WARWICK, RI 02893-0192
Business Hours Mon-Fri 8 AM - 4 PM
PHONE NUMBER: 401-821-9300
FAX 401-823-4810
customerservice@kentcountywater.org
www.kentcountywater.org

IMPORTANT MESSAGES
Irrigation and/or recreational water use will increase your average daily use. Small usage amounts add up quickly.
24/7 EMERGENCIES DIAL 401-821-9300
No Usage Alerts During This Period
Your new water meter stores 90 days of hourly usage data. If your meter displays an abnormal use pattern it will be displayed as an alert above. See page 2 for details.

COST OF WATER \$0.007 / GAL
Average Daily Use for this period ending 03/31/2021
74 GALS PER DAY
The recommended use is 65 gallons per person per day. Divide the number above by the number of people in your household to determine your daily, per person usage.

Bill Summary (Bill Details on Reverse Side)
Bill Date 03/31/2021
Usage Period 12/31/2020 - 03/31/2021 (90 days)
Current Consumption (HCF) 8.87
Previous Bill \$64.19
Payment Received -64.19
Balance \$0.00

Current Charges *
Residential Billing (New Meter) 4.8 @ \$5.235 \$25.13
Residential Billing (Old Meter) 4.07 @ \$5.235 \$21.30
Service Charge \$15.10
Water Protection 8.87 @ \$0.219 \$1.94
Total Current Charges \$63.47
Total Due on or Before 04/30/2021 \$63.47

YOUR WATER USAGE HISTORY (HCF)
(detailed tabular breakdown on page 2)

Usage Period	Usage (HCF)
3/31/2021	9.0
12/8/2020	9.0
8/25/2020	8.0
5/28/2020	7.0
2/25/2020	6.0
11/20/2019	7.0
9/3/2019	7.0
6/4/2019	7.0
3/8/2019	7.0
12/2/2018	7.0
9/6/2018	7.0
5/31/2018	7.0
3/15/2018	7.0

Continued on reverse.

NEW WATER STATEMENT

NEW WATER STATEMENT

Continued from front

BACK OF BILL

7 Meter Reading Information - This area lays out the specific meter reading information obtained by KCWA in the last billing cycle. If your meter was recently changed out from the meter change out program. This area presents both the old meter and new meter installation information along with the usage on each.

8 Understanding Your Bill - Definitions of terms and charges within your billing statement.

9 Tabular Historical Use - You will see the number of days between meter reads and the amount of water consumed in both HCF units and gallons for the last several billing cycles to easily compare past usage patterns. This will allow you the customer to take charge of any conservation measures to save water and cost.

10 Billing and Payment Options - There are many easy ways to pay your bill displayed here. In addition to online payments, you can always pay your bill in person at the office at 1072 Main Street in West Warwick during regular business hours (M-F 8AM-4PM) or drop off anytime in the dropbox on the side of the building. We recommend the free AutoPay service for convenient automatic payments.

11 Usage Alert Definitions - If you had a new meter installed, it stores 90 days of historical use information. If the meter registers continuous use it will flag the account as an alert.

12 Water Quality Reports - We are required annually by the EPA to provide water quality reports to our customers. These are referred to as Consumer Confidence Reports (CCR). All water quality information is available at: kentcountywater.org/water-quality-reports

SAVE TIME AND MONEY WITH AUTOPAY

Sign up for automatic payments with AutoPay and be confident that your bill is paid on time, every time. Payments are automatically and securely deducted from your checking account. No more checks to write...no more stamps to buy...and no lost or late payments.

Learn more at
www.kentcountywater.org
or by calling 401-821-9300.

Address Change(s) _____

Name _____

Address _____

City _____

State _____ Zip Code _____

() _____ ☐ Mobile Number

Phone Number _____

E-mail Address _____

Bill Date 03/31/2021

Usage Period 12/31/2020 - 03/31/2021 (90 days)

Current Consumption (HCF) 8.87

ONLINE CUSTOMER PORTAL WITH AUTO BILL PAY IS HERE

You can now create an online account to view and pay your bill, view account history, and more! Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required! Simply go to www.kentcountywater.org and click on "Pay My Bill" or call us at 401-821-9300 M-F 8AM-4PM for details on how to sign up. Make sure you have your CID and account number located in the top left corner of the bill handy to sign up.

7 METER READING INFORMATION

Was Your Meter Changed Out During This Billing Cycle? YES (your bill is calculated from usage on old and new meters)

METER	Serial Number	RF Number	Final Meter Reading (Cu Ft)	Previous Meter Reading (Cu Ft)	Usage (HCF)	Date
OLD METER	12345678	12345678	264107 (A)	263700 (A)	4.07	02/05/2021
METER	Serial Number	RF Number	Current Meter Reading (Cu Ft)	Previous Meter Reading (Cu Ft)	Usage (HCF)	Date
NEW METER	87654321	1234567890	482 (A)	2 (A)	4.8	03/31/2021

8 UNDERSTANDING YOUR BILL

Reading Type: (A) Actual Meter Reading (E) Estimate
1 HCF = 100 cubic feet = 1 Billing Unit = 748 Gallons

Billing Unit: One billing unit equals one hundred cubic feet (HCF).
Usage Period: The total number of days of water consumption/usage between meter readings
Consumption/Usage: The total volume of water used in the usage period. This amount is presented in units of hundred cubic feet (HCF) and is calculated by subtracting the difference between previous and current meter readings in cubic feet /100.
Consumption Charge: Charge based on the amount of water used multiplied by the rate per HCF. The current water rates can be found at <https://kentcountywater.org/rates-billing.aspx>
Meter Reading Actual (A): Means actual meter reading as collected by our meter readers and put into the billing system. The meter reading units are cubic feet or Cu Ft.
Meter Reading Estimated (E): Means KCWA was unable to obtain a meter reading at your location. Estimates are based on your historical use patterns and applied as an estimate. There may be several reasons why this has occurred. Please contact our office at 401-821-9300 so we can schedule an appointment to repair or replace your water meter to avoid future estimated readings.
Service Charges: A flat or fixed charge payable whether water is used or not, based on meter size. Covers fixed costs associated with capital and operation & maintenance costs of meters and services along with costs associated with billing and collection.
Water Quality Protection Charge (WQPC): \$ 0.219 per hundred cubic feet Under State Law § 46-15.3-5, the water quality protection charge is a state charge that is required to be billed and collected by KCWA for the purposes of protecting the quality and safety of the public water supply. **Water Quality Protection Charge Exemption:** If you are a customer 65 years or older and own a single-family home, you are eligible for an exemption from this charge. In order to file for an exemption, you must fill out an exemption form with this office. You must provide identification or a birth certificate.

9 BILLING QUESTIONS

BILLING INQUIRIES: PLEASE CONTACT OUR CUSTOMER SERVICE OFFICE AT (401) 821-9300. IF YOU STILL BELIEVE YOUR BILL IS INCORRECT AFTER TALKING TO OUR SERVICE REPRESENTATIVE, YOU MAY SUBMIT THE MATTER FOR RESOLUTION TO THE DIVISION OF PUBLIC UTILITIES & CARRIERS LOCATED AT 89 JEFFERSON BLVD., WARWICK, RI, TELEPHONE NO. 780-9700.

PAYMENT PLANS: PAYMENT PLANS ARE AVAILABLE TO OUR RESIDENTIAL CUSTOMERS IF NEEDED. PLEASE CALL OUR CUSTOMER SERVICE DEPARTMENT TO INQUIRE ABOUT AVAILABILITY.

10 BILL PAYMENT

PAYMENT: THIS IS DUE AND PAYABLE WITHIN 30 DAYS OF BILLING DATE. ANY BILL OR PORTION THEREOF UNPAID AFTER 30 DAYS IS SUBJECT TO INTEREST AT A RATE OF 1 1/2% PER MONTH OF THE UNPAID BALANCE. IF WE TERMINATE SERVICE, THERE WILL BE A \$55.00 SHUT OFF CHARGE AND A \$45.00 REACTIVATION CHARGE.

THERE ARE NO CONVENIENCE FEES FOR THE SERVICES BELOW:

CREDIT CARDS OR ACH: TO PAY ONLINE BY ACH OR CREDIT CARD GO TO WWW.KENTCOUNTYWATER.ORG AND CLICK "PAY YOUR BILL."

BY TELEPHONE: CALL 1-888-348-7154 TO PAY OVER PHONE VIA A SECURE LINE.

IN PERSON: YOU CAN COME PAY YOUR BILL IN PERSON OR DROP OFF IN THE DROPBOX ON THE SIDE OF THE BUILDING AT 1072 MAIN STREET IN WEST WARWICK.

11 YOUR HISTORICAL USAGE DATA

# DAYS	READ DATE	READ	HCF	TYPE	GAL	GALS/DAY
113	3/31/2021	482	8.87	Estimate	8635	59
105	12/8/2020	263700	9	Actual	8732	64
89	8/25/2020	262800	9	Actual	8732	76
93	5/28/2020	261900	7	Actual	5236	56
97	2/25/2020	261200	8	Actual	5964	62
78	11/20/2019	260400	6	Actual	4488	58
91	9/30/2019	259800	8	Actual	5964	66
88	6/4/2019	259000	7	Actual	5236	59
95	3/8/2019	258300	7	Actual	5236	55
96	12/3/2018	257600	7	Actual	5236	59
98	9/8/2018	256900	8	Actual	5964	61
77	5/31/2018	256100	6	Actual	4488	58
0	3/15/2018	255500	8	Actual	5964	0

12 WATER QUALITY REPORT

The 2019 Water Quality Report is now available online at: kentcountywater.org/water-quality-reports.aspx
To receive a printed copy, please call 401-821-9300

INFORMATION ABOUT RATES

Our commitment to providing water service to you goes beyond the operation of the vast and sophisticated infrastructure required to deliver safe, reliable, high-quality water to your home or business. We are also committed to providing this service at the lowest cost possible

RATE REDUCTION - KCWA reduced its rates across the board effective September 1, 2020. Residential customers saw a **15% decrease** in their rate.

REINVESTMENT - KCWA reinvests nine million dollars annually into RIPUC approved critical infrastructure replacement and capital improvement projects. The pay-as-you-go model provides the lowest cost to ratepayers to replace critical infrastructure. KCWA also has a highly favorable Aa2 Bond rating due to timely payments from restricted accounts and healthy debt service coverage.

MONTHLY BILLING - KCWA will be fully implementing monthly billing after full approval from RIPUC. It is our goal to have the roll out starting in August and be completed by October of 2021.

View all of our rates at:

<https://kentcountywater.org/rates-billing.aspx>