



## Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

# CONSUMERS' FACT SHEET

### Office of the Ohio Consumers' Counsel

10 West Broad Street  
Suite 1800, Columbus, OH  
43215-3485

EMAIL:  
[occ@occ.state.oh.us](mailto:occ@occ.state.oh.us)

WEBSITE:  
[www.pickocc.org](http://www.pickocc.org)

# WATER BILL MADE EASY

A water bill has a variety of information that must be included, according to Ohio law. The Office of the Ohio Consumers' Counsel (OCC) developed this fact sheet to help you better understand your water bill.

### Usage and meter reading

#### Water usage

Depending upon the kind of meter you have, water usage is measured in hundred cubic feet (Ccf) or gallons (gal). Many companies list just the number of units used without adding "Ccf" or gal to the usage amount.

#### Types of readings

Your water company may read your meter or estimate how much water you use each billing cycle. An actual meter reading shows the exact amount of water you have used. An estimated reading is determined by looking at the usage for the same period during past years. You can request an actual meter reading at any time.

### Fees and charges

You will see several charges on your bill that help account for the total amount due.

- ▶ Service Charges – a fixed, monthly charge that each customer pays for receiving service. Generally, there is a charge for both water and wastewater (sewer) service;
- ▶ Water Volume – the amount of water used multiplied by the rate charged for water;
- ▶ Wastewater Volume – the amount of water that was used or emptied into

the sewer system multiplied by the rate charged for sewer services; and

- ▶ Other Current Charges – charges for a line protection program or for water softening provided by the water company could be listed.

### Required items on bills

Water companies are required to list certain information on your bill. Each company must include:

- ▶ Customer name, address (both billing and service) and account number;
- ▶ Complete company name, mailing address and telephone number;
- ▶ Address for payments;
- ▶ Billing and payment due dates;
- ▶ Amount due if paid on or before due date and amount due if paid after due date;
- ▶ Dates of service covered by the bill;
- ▶ For metered service, previous and current meter readings and volumes billed;
- ▶ Any applicable late charges or credits;
- ▶ Rate schedule for service or a statement to the effect that the rate schedule will be furnished upon request; and
- ▶ Whether the bill is for an actual or estimated meter reading.

### Why should you read your bill?

You should read your bill each month to know what charges appear on the bill and your normal water usage. Also, the company may place important notices and other updates on the bill.