

FACT SHEET



Genesee
WATER & SANITATION DISTRICT

PAYING YOUR GWSD BILLS

Understanding your Genesee Water & Sanitation District bills

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A common concern is around billing. At the Genesee Water & Sanitation District, we continuously work to balance the need for reliable and top-notch water and sanitation services with reasonable rates. First and foremost, if you ever have any questions, call us Monday – Friday, from 8 a.m. – 4:30 p.m., at 303-278-9780 or email info@geneseewater.com.

Second, get familiar with your invoice. You are responsible for tracking your own usage. Be aware of your normal usage bill to bill and track for any anomalies or unexpected surges in your usage — these could be caused by leaks or unruly toilets in your home. Let us know and we can help isolate the problem.

The Genesee Water & Sanitation District bills bi-monthly (Feb., April, June, Aug., Oct., and Dec.) with a due date on the 25th of the following month. So, for example, you were charged in June 2023 for the water you used in May-June, and your bill was due July 25, 2023. The more familiar you are with your bills, the more likely you are to spot anything out of the ordinary, like higher-than-normal usage.

I've been out of town for weeks or months at a time or I don't use much water. Why do I still get a bill?

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That's a great question and one that we get often. GWSD users are charged a base rate regardless of water usage. For 2023, there are three base charges that cover water (\$87.50), sewage (\$139) and capital replacement (\$72.07). So even if you use no water or rarely flush your toilet, you will still receive these charges. These rates are always viewable on the rates page at geneseewater.com.

These charges are reviewed annually in a proposed budget open to public comment near the end of each calendar year. GWSD's Board of Directors then approves the budget, typically in the December public meeting.

If you would like to be a part of the decision-making process, or if you just want to better understand what's happening with your water, we encourage you to get involved. It is not a big time commitment. The Genesee Water and Sanitation District Board Meetings are open to the public and Genesee Water users are encouraged to attend. Meetings are on the fourth Tuesday of each month (except November and December) at 5 p.m. at our office on 2310 Bitterroot Lane. Alternatively, join us virtually via Zoom. Visit our website at geneseewater.com for Zoom sign-in information.

Here's an example of what a single-family bill might look like and how to read it:



Customer Name
DOE, JOHN

1 Meter Number	2 Read Dates		3 Read Type	4 Meter Readings		5 Multiplier	6 Usage
12345678	Present	Previous	WATER	Present	Previous	1	4
	06/28/2023	04/26/2023		182	178		

WATER	\$107.70
SEWER	\$139.00
CAP RESERVE - SEWER	\$23.79
CAP RESERVE - WATER	\$48.28



Total Amount Due \$318.77

- Meter Number.** The meter number for the property.
- Read Dates.** These are the dates the water meter is read. John Doe will be charged for water used between April 26, 2023 – June 28, 2023. The bill is due no later than July 25, 2023.
- Read Type.** This will always read Water.
- Meter Readings.** Readings track every 1,000 gallons used. Subtract the Previous from the Present to get Usage. In this example, $182 - 178 = 4$. John Doe will be charged for using 4,000 gallons of water.
- Multiplier.** This will always read 1 to indicate 1,000 gallons of water. GWSD bills in thousand-gallon increments, which is then multiplied by Usage.

6. Usage. This is the amount of water used during the billing period as measured by the meter. GWSD bills in thousand-gallon increments—that is, for every full 1,000 gallons you use. For example, if the total consumption is 4,999 gallons, the bill will charge for 4,000 gallons.

GWSD charges for water use based on a tiered system. In this example, because his household used between 1,000-5,000 gallons of water in the 2-month period, John Doe will be charged \$5.05 for each thousand gallons used ($4 \times \$5.05 = \20.20).

Usage per 1,000 gallons	2023 Rates
1,001 – 5,000	\$5.05
6,000 – 10,000	\$6.00
11,000 – 15,000	\$7.30
16,000 – 20,000	\$8.50
21,000 +	\$10.20
Commercial sewer usage over 8,000	\$15.95

7. Total. This is your total bill to include your base rate (i.e. fixed monthly charges). This charge helps pay the cost to collect, store, treat, and deliver water to Genesee. Customers are charged a base rate irrespective of how much water they use: \$87.50 for water, \$139 for sewer, and \$72.07 for capital replacement.

In this example, John Doe paid:

✓ Base Rate for Water (\$87.50) + Cost of Water Usage ($1 \times 4 \times \$5.05$) = \$107.70

✓ Base Rate for Sewage = \$139

✓ Base Rate for Capital Replacement = \$23.79 + \$48.28 = \$72.07

✓ Total = \$107.70 + \$139 + \$72.07 = \$318.77

** Rates and fees are reviewed annually and any proposed increases are discussed in a public hearing and voted on by the GWSD Board of Directors. Details on 2023 base rates are available at [GeneseeWater.com/customer service/rates](http://GeneseeWater.com/customer-service/rates).*

Lastly, one of the best tips we can give is to opt for online billing. This avoids any mailing or post office issues, something outside our control, and eliminates the chance your bill doesn't get delivered to you or your check doesn't get delivered to us. Plus, it is more secure than sending in a handwritten check. Just visit our site at geneseewater.com and choose to pay your bill online or use the bill pay option on your bank's website. While you're online, please choose to go paperless. This reduces costs and the risk of important paperwork being lost in the mail. Call us if you need help!