



Washington Suburban Sanitary Commission



WASHINGTON SUBURBAN SANITARY COMMISSION

14501 Sweetzer Lane # Laurel, Maryland 20707-5932 # (301) 206-WSSC (9772) # (301) 206-4001 # (800) 634-8400
FAX (301) 206-8114 V TTY (301) 206-8345
Interactive Voice Response System (IVRS) # Available 24 hours a day.
www.wsscwater.com

Account Number: 1234567 Service Address: 1000 America Way Billing Period: 02/03/08 – 05/03/08 = 90 days

Average Daily Consumption

Typical per person 79 gallons

Your Account

This Period: 211 gallons

Previous Charges

Previous Balance..... \$63.68
Payments Received..... 63.68

We thank you for your payment

Current Charges

Meter Readings (Actual Regular)

To: 05/03/08..... 219,000 gallons
From: 02/03/08..... 200,000 gallons

Water & Sewer Usage..... 19,000 gallons

Water Use Charges
19,000 gallons @ \$2.87 per 1,000 gallons.... 54.53

Sewer Use Charges
19,000 gallons @ 4.47 per 1,000 gallons.... 84.93

Bay Restoration Fee..... 7.50

Account Maintenance Fee..... 11.00

Total Current Charges Due By 06/04/08 \$157.96

Account Balance

TOTAL ACCOUNT BALANCE \$157.96

LATE FEE (ASSESSED AFTER 06/04/08)..... \$7.90
DUE AFTER 06/04/08 (INCLUDES LATE FEE)..... \$165.86

Account Number
1234567

Service Address
1000 AMERICA WAY

RETURN THIS PORTION WITH YOUR PAYMENT - PLEASE MAKE CHECK PAYABLE TO WSSC AND WRITE YOUR WSSC ACCOUNT NUMBER ON THE CHECK

JANE DOE
1000 AMERICA WAY
YOUR TOWN, USA 1000-1111

AMOUNT DUE NOW
\$157.96

AMOUNT DUE AFTER 06/04/08
\$165.86

BILL PAYMENT

WATER FUND CONTRIBUTION

TOTAL PAYMENT

A Billing & Account Guide

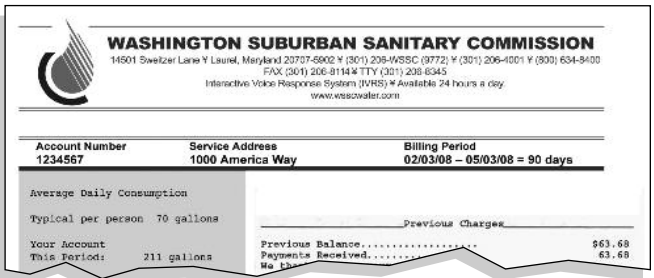
For Our Residential Customers

How often will I receive a bill and what are your rates?

Our residential customers are billed quarterly, or four times a year. Unless you have a special meter that measures water used outdoors (called a "sub-meter"), your water and sewer consumption is calculated based on three simple steps.

First, we calculate your consumption by identifying the amount of water that has registered on your "main" meter by subtracting the prior meter reading from the current meter reading. Second, your consumption is divided by the number of days in the billing period to determine your "average daily consumption" or ADC. Third, your ADC determines the rates you are billed for every 1,000 gallons of water and sewer usage during the billing period.

To illustrate the information shown on the sample bill:



1. **Current Meter Reading – Prior Reading = Consumption**
(Billed in 1,000-gallon increments)

Meter Reading on May 3, 2008	219,000
Meter Reading on February 3, 2008	– 200,000
	19,000 gallons

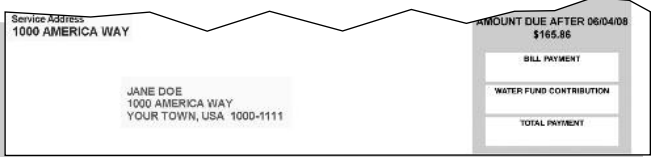
2. **Consumption ÷ Number of Days in Billing Period = Average Daily Consumption**

Example: 19,000 gallons ÷ 90 Days = 211 gallons/day

3. Water: 19,000 gallons x \$2.87* = \$54.53
Sewer: 19,000 gallons x \$4.47* = \$84.93

* check our website at wsscwater.com for current rates.

In our service area, each person uses approximately 70 gallons of water per day. You'll notice that we charge more for sewer because wastewater treatment is more expensive and complicated than water filtration.



Account Maintenance Fee.....	11.00
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What is the "Account Maintenance Fee"?

We are a non-profit, public utility whose rates are set to produce only the revenues needed to support services and operations. The quarterly Account Maintenance fee defrays the expenses associated with maintaining each account. These expenses include the costs of purchasing meters; processing readings; generating, mailing, and collecting bills; and providing customer services. These expenses are similar for all customers no matter how much water they use. The fee is based on the size of your meter. Check our website for the current fees.

Bay Restoration Fee.....	7.50
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What is the "Bay Restoration" Fee shown on my bill?

In May 2004, then Governor Robert L. Ehrlich, Jr. signed legislation creating the Bay Restoration Fund. The fund establishes a \$2.50 per month fee—\$7.50 per quarter for WSSC residential customers—that appears as a separate line item on your water/sewer bill. Revenue from the fund is used to upgrade wastewater treatment plants throughout Maryland—helping to reduce levels of harmful nutrients in wastewater. WSSC collects the fee and passes it on to Maryland Department of the Environment (MDE) which administers and allocates the funds. For more information on this state legislation, or if you have questions concerning how your fee is calculated and how the funds will be allocated, please call MDE at 1-800-633-6101 or visit their website at mde.state.md.us.

What is a sub-meter used for?

If you use water outside during the summer, be prepared for a higher than normal Average Daily Consumption (ADC) and, consequently, higher bills. Since water used outside does not return to the public sewer system as wastewater, we can credit the sewer portion of your bill for this water if you have a "sub-meter." A sub-meter separately records water

used outside your home that does not return to the sewer system for processing. With a sub-meter, your sewer usage would be based on only the water used inside your home. WSSC sub-meter fees for



residential customers fluctuate, but may be as low as \$235. These fees are in addition to a licensed plumber's installation fee and possible Systems Development Charges (SDC). Plumbing costs can vary widely, so we recommend that you obtain several estimates from plumbers registered to work in the Washington Suburban Sanitary District. For more information on sub-meters, please call 301-206-4003 or 1-800-634-8400, or visit our website.

Why is my bill estimated?

Occasionally, we may need to estimate your bill, rather than charging you based on actual meter readings. For example, a bill may be estimated during inclement weather or when metering equipment is inaccessible or obstructed. If we need to estimate a bill, your consumption will be based on your previous usage during the same time in the prior year. If you are a new occupant at the property, an estimated bill will be based on a preset "Average Daily Consumption" (ADC) of 245 gallons.

If your meter is located inside your home, our meter reader will leave a card asking that you provide us with an actual reading from the inside meter and the outside visual "remote reader" (located on an outside wall of your home) as soon as possible. Both readings contain 7 digits. Read the meter and remote reader from left to right—as you would the odometer on your car—and include any stationary zeros painted on the face of the registration unit. (You will not be able to read an electronic remote reader or a meter located outside in the ground.) Upon our receipt of an actual meter reading, your estimated bill will be canceled and you will receive a bill covering from the last actual reading to the current reading. Any payments toward the estimated bill will be credited.

I read my meter; how do I provide you with the readings?

You can provide us with your meter readings, if necessary, in one of three ways:

- Call our Interactive Voice Response System, at 301-206-4001 or 1-800-634-8400 any time day or night. Use your touch-tone telephone keypad to enter the reading and reading date. You will need your account number to enter the readings.
- Call our Customer Care Agents at 301-206-4001 or 1-800-634-8400 to report your readings, between 7:30 a.m. and 5:30 p.m., Monday through Friday.
- Note the readings on the meter reading request card we left at your home and return it to us.

Why is my bill high?

A bill that is higher than expected, but not due to outside watering, may indicate leaking toilets or pipes. In fact, one leaking toilet can lose as many as three to five gallons each minute, often silently! The three most common toilet leaks are: flapper, siphon tube, and overflow leaks. Luckily, it is easy to test your toilets for leaks. Just place some colored liquid such as dark food coloring into the top of your toilet tank, wait at least 20 minutes, and then check the toilet bowl. If the color has seeped into the bowl, you have a toilet leak. In that case, turn off the toilet at the valve until it has been repaired. If a toilet leak has resulted in a high bill, please call us at (301) 206-4001 or 1-800-634-8400. We will review your account for a possible reduction in charges.

What if I don't qualify for an adjustment, or the adjusted bill is still too high?

Unlike many other utilities, we offer our customers options for further disputing both paid and unpaid bills. If you are disputing an unpaid bill, you may request a hearing before the Dispute Resolving Board, a panel comprised of volunteers drawn from our customer base. The Board may elect to hear your case, or may deny the hearing request. If your bill is paid, you may request a "Refund Hearing." These hearings are guaranteed based on Maryland

law, if the request is received within three years of the date of the payment for which relief is being sought. Depending on the amount of the refund request, the hearing may be held by a panel, one or more Commissioners, or the Commissioners' designatee.

I forgot to pay my bill and now my water is off. What do I need to do?

First, we will need payment of the overdue balance, plus the amount of the "turn-on/off" fee. Then, a "release of liability" must be signed and provided to our field representatives or faxed to WSSC before reconnection. Call our Customer Care Agents at (301) 206-4001, 7:30 a.m.—5:30 p.m., weekdays. They will explain the payment options and process of scheduling the reconnections.

Is there a fee for dishonored checks, unsatisfied electronic debits, and credit charge backs?

Yes, a fee is charged to your account if a check is not honored, your bank does not satisfy an electronic debit, or a credit card payment is not properly authorized. In addition, a "cash only" status will be assigned to the account for six months. During that period, all payments for services must be made by certified or bank check, credit or debit card, Western Union Quick Collect payment, or money order. Written notification that a payment has not been satisfied and that the account has been placed in "cash only" status will be mailed to the service address.

I'm selling my house and moving—what should I do regarding my account?

Please contact WSSC at (301) 206-4001 or 1-800-634-8400 with the following information:

- The name and address of the settlement attorney/ title company or the person receiving the final bill and the name of the new owner or occupant.
- On the settlement date, or the date you move in or out of the property, we will need the inside 7-digit meter reading. Some properties are equipped with

visual "remote reading devices" that are affixed to the outside of the home. Customers cannot read electronic remote devices.

- We will also need a 7-digit reading from any "visual remote reading device" to ensure that the meter equipment is functioning properly. Read both devices left to right, and include any stationary zeros painted on the face of the registration unit.
- If your property has a meter located outside in the ground, or you are unable to read your inside meter/remote reading device, please call us at (301) 206-4001 or 1-800-634-8400 in advance of your settlement or move-in date to schedule a meter reading.

How can I pay my bill?

By Mail or In Person—Bills can be paid by mail or in person from 7:30 a.m. to 5 p.m. at our "One-Stop Shop" on the lobby level of the Richard Hocevar Building at 14501 Sweitzer Lane, near the intersection of I-95 and MD 198. After 5 p.m. on weekdays, weekends, or holidays, our "night deposit" is available for after hours payments. The box is located outside the Richard Hocevar Building next to the "drive-up" window.

Our mailing address is:

Washington Suburban Sanitary Commission
Attn: Revenue
14501 Sweitzer Lane
Laurel, MD 20707

EZ Pay/Direct Debit—"E-Z Pay" is a paperless, stress free, simple, safe, and speedy way to pay your water/sewer bill automatically from your bank account. This option requires that both you and your bank be notified of the billed charges. The bank automatically pays the charges with your authorization.

On-line Payment Through Your Bank—If you are a Citibank customer, you can pay your charges on-line at www.citibank.com. For non-Citibank customers, check with your bank or use your internet based bill payment provider to ensure WSSC is listed in their "Merchant Directory." If WSSC is in your bank's Directory, you can pay for services on-line through your bank. If WSSC is not listed, please contact your

bank directly to inquire about an on-line payment option for WSSC bills.

On-line Credit Card Payment or Check By Phone— We accept Visa, MasterCard and Discover credit card payments through a third party provider. We also accept check payments by phone. Credit card payments can be made on the Internet at www.wsscwater.com by clicking on Bill Payments or by contacting our Customer Care agents at (301) 206-4001 or toll free 1-800-634-8400. There is an alternative payment method charge for paying by credit card or by using check by phone. WSSC does not store your credit card information.

Western Union/Quick Collect— You can pay your bill by bringing cash payments to a Western Union office of your choice. The payment will be posted to your account within one hour of Western Union receiving it, if paid before 4:30 p.m. Payments received after 4:30 p.m. may not be posted to your account until the next business day. There is a fee associated with using Western Union/Quick Collect to pay your water bill.

You will need to bring your payment and WSSC account number to one of the Western Union offices located throughout Prince George's and Montgomery Counties. For a fee, you'll have guaranteed, same-day crediting of your payment via "Quick Collect." Cash transactions cost \$12.95.

I can't afford to pay my entire bill— what are my options?

We have several ways to assist if you are unable to pay your entire bill before the due date:

- **Hold:** Using the Interactive Voice Response System (IVRS), you can place a 7-day extension on the current bill from the date the request is entered into the IVRS. The request for an extension must be entered into IVRS prior to a disconnection date.
- **Payment Arrangement:** An installment plan can be initiated on a current bill. This arrangement allows you to make weekly, biweekly, or monthly payments and ensures that the service remains uninterrupted. A 5% late fee is assessed to the unpaid balance

remaining on the account after the due date printed on the bill. If you want to initiate a payment arrangement, please call us at (301) 206-4001 or 1-800-634-8400, weekdays, 7:30 a.m.–5:30 p.m. Your first payment must be posted to your account within seven days of the call.

What types of assistance are available to help pay my bill?

The "Water Fund" was created to help residential customers pay delinquent water/sewer bills. It is maintained through the generous donations of community members in the Washington Suburban Sanitary District and is administered by the Salvation Army.

The Salvation Army has been designated responsibility for determining whether applicants qualify for assistance. The maximum that any customer may receive is one yearly award of \$300 or less. If you live in Montgomery County, please contact:

The Salvation Army
20021 Aircraft Drive
Germantown, MD 20874
Tel. No: (301) 515-5354
Fax No: (301) 869-3347

If you live in Prince George's County, please contact:

The Salvation Army
4825 Edmonston Road
Hyattsville, MD 20781
Tel. No: (301) 277-6103
Fax No: (301) 779-8020

Important Contact Numbers:

Billing Inquiries:

301-206-4001

M-F, 7:30 am-5:30 pm

Emergencies:

301-206-4002

Available 24 hours a day



**Washington Suburban
Sanitary Commission**

14501 Sweitzer Lane, Laurel, MD 20707

WSSC is the 8th largest water and wastewater utility in the nation, serving nearly 1.8 million residents in Prince George's and Montgomery counties.

We operate and maintain eight water and wastewater plants, over 5,500 miles of fresh water pipeline and over 5,300 miles of sewer pipeline.

In our 90-year history, our drinking water has always met or exceeded federal standards.

www.wsscwater.com

Customer Relations Group



20% post-consumer content