HOW TO READ YOUR BILL
(reference the invoice example that follows these explanations)

1. "Service from" date and "Service to" date are dates of the current quarter. If we were notified of a transfer of ownership and you have not been at the service address for the full time of service, your bill will be pro-rated for the number of days you have been there. This will not be reflected in these dates however. Please call our office with any concerns about your prorated charges.

2. This is the address receiving the service, not necessarily your mailing address. Please call our office if this information is not correct.

3. Account number – Please use this number when calling our office or mailing in a check without a bill stub.

4. This is the date your meter was read. Meters are read during the previous month from when you receive your bill.

5. Methods of reading your meter:
   "Flatread": the charge is the same each quarter and is not based on a meter reading (sewer only).
   "Handheld" or "Manual": indicates that our meter reader physically obtained a reading from your meter.
   "Estimate": Your bill may have been estimated for various reasons:
   - We were not able to get a read: this can happen when your meter is not working, not connected to the outside reader, there is no access to your reader, etc. You may receive a letter in the mail requesting you to call the office to make an appointment concerning your estimate. **IT IS VERY IMPORTANT FOR YOU TO CALL IN RESPONSE TO THE LETTER. FAILURE TO RESPOND WILL RESULT IN A $100 NONWORKING METER FEE APPLIED TO YOUR ACCOUNT EACH QUARTER UNTIL YOU MAKE THE APPOINTMENT.**

   Certain areas are estimated for the February bill each year.

6. This is the reading we obtained from your meter in the last quarter.

7. This is the reading we obtained on the read date (4) from your meter for the current service.

8. This is your meter's multiplier – these multipliers may vary from meter to meter.

9. This is the calculation of how much water you used. The previous read (6) is subtracted from the current read (7), and then multiplied by your meter's multiplier (8).

10. "Charge items" are the items you are being billed for. "Sewer" is a base fee to cover operation, maintenance, and repair of the sewer system. "Water" consists of a base fee

plus a water usage fee. These fees cover the purchase of water, and operation, maintenance and repair of the water system. The base fee is charged even if the water has been turned off at the road.

Note: The Authority serves many districts and each district has it's own rates. A listing can be found on our website under the Billing section.

The following table lists "debt charge" items. Debt charges are collections made for the purpose of paying off construction loans:

CODE	WATER OR SEWER	WHERE	WHERE THE PAYMENT GOES
TLIV-WE8-D	WATER	East Lake Road – Livonia	Town of Livonia
TLIV-SH-D	SEWER	Out of district users in Hemlock	Town of Livonia
LC-S10-D	WATER/SEWER	Mt Morris and Groveland	Livingston County
LC-WR3-D	WATER	Out of district users in Scottsburg	Livingston County
LCS8-D	SEWER	East Avon and on Rochester Rd	Livingston County
WS-WG-D	WATER	South Cove	LCWSA
WS-WR1-D	WATER	NYS Route 256	LCWSA
WS-WR10-D	WATER	Groveland Station	LCWSA
WS-SL-D	SEWER	Sewer collection system and Lakeville treatment plant	LCWSA
WS-SLV-D	SEWER	Lakeville treatment plant	LCWSA

Note: There are some other miscellaneous seldom-used codes. Please call our office if you have any questions about any codes that may show up on your bill.

11. The costs for all the items are reflected in this list. "Itemized list of charges" may include:
 Penalty – if current charges are not paid, there is a 10% penalty that will show up for each charge item. Penalties are put on the accounts seven (7) days after the due date. *Note: only current charges are penalized – not items that have already been penalized.*
 Previous – charges (if any) that have gone unpaid from previous billing(s).
 Miscellaneous charges – may include the nonworking meter fee (from #9), meter part charges, final read charge, no show for appointment fee, etc.

12. The subtotal of all the charge items will show up here.

13. If you have a previous credit (from an overpayment etc), it will show up here.

14. This is your total amount due.

15. If payment arrives in our office after penalties have been added, this is the amount due.

16. If you have set up the Direct Pay option, this will be noted in two places on your invoice (as per example).

Please return your payment (check or money order) along with the bottom portion of your Account Invoice.

Account Invoice

Send Payment to
Livingston County Water & Sewer Authority
Box 396 Lakeville, NY 14480
wsbilling@co.livingston.ny.us

585-346-3523

1	Date Billed 02/03/2015		
	Service From	Service To	Due Date
	11/01/2014	01/31/2015	03/06/2015

Service Address: 2

Billing Address

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Account Number

16 **Direct Pay Invoice – DO NOT PAY**

Customer Message: 4

METER READ INFORMATION:

Meter Number	Read Date	Read Method	Previous Reading	Current Reading	Meter Multi	Usage
		5	6	7	8	9
43247765	01/22/2015	ESTIMATED	28,910	29,160	X10	2,500
				Total usage this billing period:		2,500

ITEMIZED LIST OF CHARGES: 10

Charge Item	Type	Amount	Payments	Credits	Discounts	Amount Due
TLIV-WE8-D	CURRENT	$91.25	$0.00	$0.00	$0.00	$91.25
WATER	CURRENT	$43.13	$0.00	$0.00	$0.00	$43.13

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SUMMARY OF CHARGES:

	12		13		14
Please Note Anything Unapplied will be applied accordingly next billing period	TOTAL AMOUNT $134.38	TOTAL PAYMENTS $0.00	TOTAL CREDITS $0.00	TOTAL DISCOUNTS $0.00	TOTAL AMOUNT DUE $134.38

Total amount due this billing period: $134.38   Due Date: 03/06/2015

After 03/06/2015 Pay Late Amount of $147.82

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Please see back of bill for important customer information

Return this section with your payment

Customer Name:

Service Address:

Date Received

Check Number

Amount Paid

Account Number

Date Billed 02/03/2015

Service From	Service To	Due Date
11/01/2014	01/31/2015	03/06/2015
Amount Due		**$134.38**

After 03/06/2015 Pay Late Amount of $147.82

16 **Direct Pay Invoice – DO NOT PAY**