

Miamisburg Utility Billing



Understanding your water bill



**Save time!
Pay online at**
www.ci.miamisburg.oh.us

Frequently Asked Questions about water bills

The City of Miamisburg Utility Billing Division is always available to help with any questions or concerns you may have about your quarterly water/sewer bill. Some of the most common questions we receive are answered below:

Q: What are units?

A: We measure water usage in units. A unit of water is 100 cubic feet, or approximately 750 gallons, of water. Sewer usage is based on your water usage, since it is likely that the water used entered the sewer system.

Q: What is the minimum usage?

A: 10 units per quarter.

Q: Am I billed for anything else besides water and sewer?

A: Yes, residential customers are billed for weekly refuse and recycling collection at a rate of \$36 per quarter.

Q: Why does my bill seem high compared to my neighbors, or compared to previous bills?

A: All families use water differently, so it is not advisable to compare usage to other households. However, if there is a substantial difference, you may have a plumbing issue. Call us at 847-6460 with questions.

Q: How will five-year rate increases affect my quarterly bill?

A: The chart (right) shows the **quarterly** cost projections for this period for customers charged at the minimal usage level (10 units) and customers who are average users (22 units). Increases are effective September 1 of each year; you'll see the increases the following year.

Q: What happens to the rates after 2019?

According to the rate ordinance, future adjustments will be tied to the US Consumer Price Index.

Signing up for service

Residents can register for water and sewer service in person at the Civic Center.

Payment Options

Customer billing occurs quarterly, and payments can be made online, by mail or in person at the Civic Center. Personal checks, cash (in person only), automatic bank account withdrawal, Visa, MasterCard, Discover and American Express are accepted forms of payment.

Effective Date	Minimum*	Average*	Approx. Percentage Increase
2014	\$86	\$180	-
2015	\$104	\$217	20.5%
2016	\$125	\$262	21%
2017	\$140	\$294	12%
2018	\$144	\$303	3%
2019	\$148	\$312	3%

*Refuse (\$36 per quarter) not included

Here's how we can help

Call 847-6460 for billing or usage questions.
Visit www.ci.miamisburg.oh.us.