

# Frequently Asked Questions

## Billing Related Questions

- **How can I tell if my bill is estimated?**
  - ❖ On the upper right side of the bill, check the Meter Reading History section for the Current Meter Reading. If you are receiving an estimated bill, it will say ESTIMATED instead of ACTUAL. This means we have not gotten an actual reading from your meter and that it may be stuck or have another problem. Please call our office at 860-647-3201 to schedule a meter appointment.
  
- **Why is my bill higher than normal?**
  - ❖ Water charges are calculated by multiplying the amount of water that runs through your meter by the water consumption rate. Sewer charges are also calculated by using water consumption multiplied by the sewer rate. A higher-than-average bill may indicate that a past bill has gone unpaid or that a leak is present in your interior plumbing.
  
- **How can I make a payment?**
  - ❖ Online at <https://manct.us/f 25>
  - ❖ Over the phone, by calling our toll-free number at 844-562-2133.
  - ❖ By mailing to: The Town of Manchester Collector of Revenue, PO BOX 847989 Boston, MA 02284-7989.
  - ❖ In person by visiting the Collector of Revenue's office or the 24/7 Drop Box located at Manchester Town Hall at 41 Center St, Manchester, CT 06045.
  - ❖ Please note that we do not take payments at the Manchester Water and Sewer Department at 125 Spring Street, nor do we take any payments on our customer service phoneline.
  
- **What forms of payment are accepted?**
  - ❖ Online payments can be made with a credit/debit card, Google Pay or EFT
  - ❖ Phone Payments can be made with credit/debit card only
  - ❖ The Collector of Revenue Office accepts Cash, Bank Certified/Cashier's Check, Personal Check, Money Order, and Debit/Credit Card (No fees apply)
  - ❖ The 24/7 Drop Box accepts Bank Certified/Cashier's Check, Personal Check, Money Order
  
- **Can my tenants name be added to the water and sewer account?**
  - ❖ We do not bill tenants

- **How can I obtain a final bill for a Real Estate closing?**
  - ❖ Approximately 1-3 days before closing, you must call our customer service number at 860-647-3135 and provide information regarding the sale, such as: the buyer and seller's name, attorney's name, date of closing, etc. We will also require you to provide a water meter reading in order to calculate the final charges on your account.
  
- **Can I get a credit on my sewer bill when I fill my pool?**
  - ❖ You may get a credit on when filling you pool so long as you meet the following criteria: You can provide documentation of the volume of the pool for first time filling or documentation of a leak and/or liner repair. Please note that topping off a pool or draining and refilling does not apply.
  
- **Where is my meter located?**
  - ❖ The meter is usually located in your basement toward the front of the house. Meters are read left to right and are anywhere from 6-9 numbers.
  
- **Why does my bill change month to month?**
  - ❖ Your bill is calculated by the amount of water you use per month. We charge a flat meter fee billing cycle. Thereafter water is charged at a rate (Rates as of 7/1/2022) of \$3.57 for every 100 cubic feet of water and \$5.78 for every 100 cubic feet for sewer. If you use less water than your past billing cycles your bill will be less and vice versa if you use more.
  
- **How can I obtain a copy of my bill?**
  - ❖ You can receive a copy of your bill by going to the town on our customer portal website here <https://manct.us/f 25> you will need your account number.
  
- **What are the water and sewer charge rates?**
  - ❖ \$3.57 for every 100 cubic feet for water and \$5.78 for every 100 cubic feet for sewer.
  
- **I have a leak; will my bill be adjusted?**
  - ❖ No, we do not adjust for higher bills caused by leaks.
  
- **Do you offer paperless billing?**
  - ❖ No, we do not currently offer paperless billing, however you can sign up to receive your bill via email at <https://manct.us/f 25>.

- **How are rates adjusted?**
  - ❖ Every year in June a meeting is held to adjust rates as part of the budget process. During this process rates are adjusted to reflect the needs of the department for the following year and looking forward to upcoming years. Once the budget is approved for the upcoming fiscal year, rates will increase effective July 1<sup>st</sup>.
  
- **Do you offer payment plans?**
  - ❖ Yes, we do. You can call us and set one up at 860-647-3135.
  
- **When will I receive my water and sewer bill?**
  - ❖ This is dependent on your cycle. If you're billed monthly, you will receive a bill every month and if you are billed quarterly, you will receive a bill every 3 months for the previous 3 months of usage.
  
- **Why do I receive a sewer bill if I have a well?**
  - ❖ While your drinking water comes from a well, your wastewater from toilets, sinks and showers is still connected to the public sewer system, hence your bill.