



A How-To Guide on Reading your City of Casper Utility Bill

Updated 10/15/20

The City of Casper launched a redesigned utility bill in August 2020. The redesigned bill has a lot of new information, and much of the old information is displayed in different ways. Also, as a part of this process, every customer was given new account and customer numbers.

This document is meant to help our customers to understand their new bill and the information that it presents.

PART 1: What's my Account Number?

There are several identifying numbers on the City of Casper's newly formatted utility bill.

City of Casper - Utility Bill
 FinanceCustomerService@CasperWY.Gov
 Statement ID #000000
 Customer ID #123456
 Issued 10/02/2020
 307-235-8400

City of Casper
 200 North David Street
 Casper, WY 82601

CUSTOMER Customer Number 123456

LASTNAME, FIRSTNAME
 MAILING ADDRESS
 CASPER, WY 82604

Previous Balance	\$105.57
Payment Received 09/15/2020	\$30.00
Balance Forward	\$75.57
New Charges - Due 11/01/2020	\$63.11

Balance Due: \$138.68

1234 MAIN AVE Account Number 654321

WATER CHARGES

Residential Water Inside City	\$25.58
BASE CHARGE	\$8.21
FIRST 1,500 GAL	\$0.00
NEXT 500 GAL	\$1.93
EACH ADDITIONAL 1,000 GAL - 4 at \$3.86	\$15.44
PREVIOUS METER READING 09/01/2020	2039
CURRENT METER READING 09/28/2020	2045
BILLABLE CONSUMPTION (Thousands of Gallons)	6

SEWER CHARGES

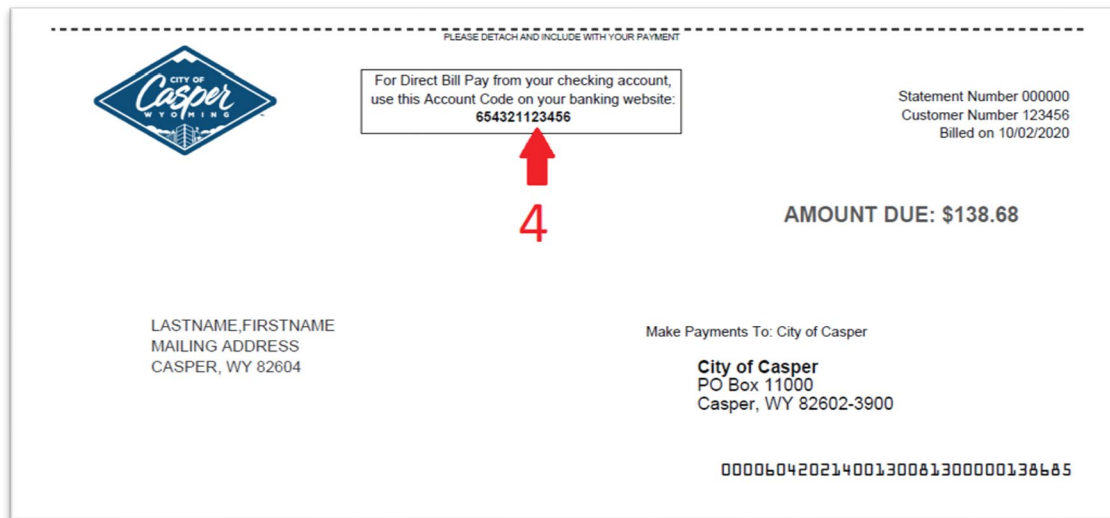
Residential Sewer Inside City	\$20.43
BASE CHARGE	\$9.21

WATER CONSUMPTION

1 Your **ACCOUNT NUMBER** is a six digit number that appears within the **second** blue bar, on the right hand side of your bill. The account number is unique to the property where your services are consumed. You will notice that the **property address** (the property where the utilities are consumed) is displayed on the left hand side of the page, also within that same blue bar. If you have three different properties, then you will have three different account numbers, one for each property. This number won't change from month to month.

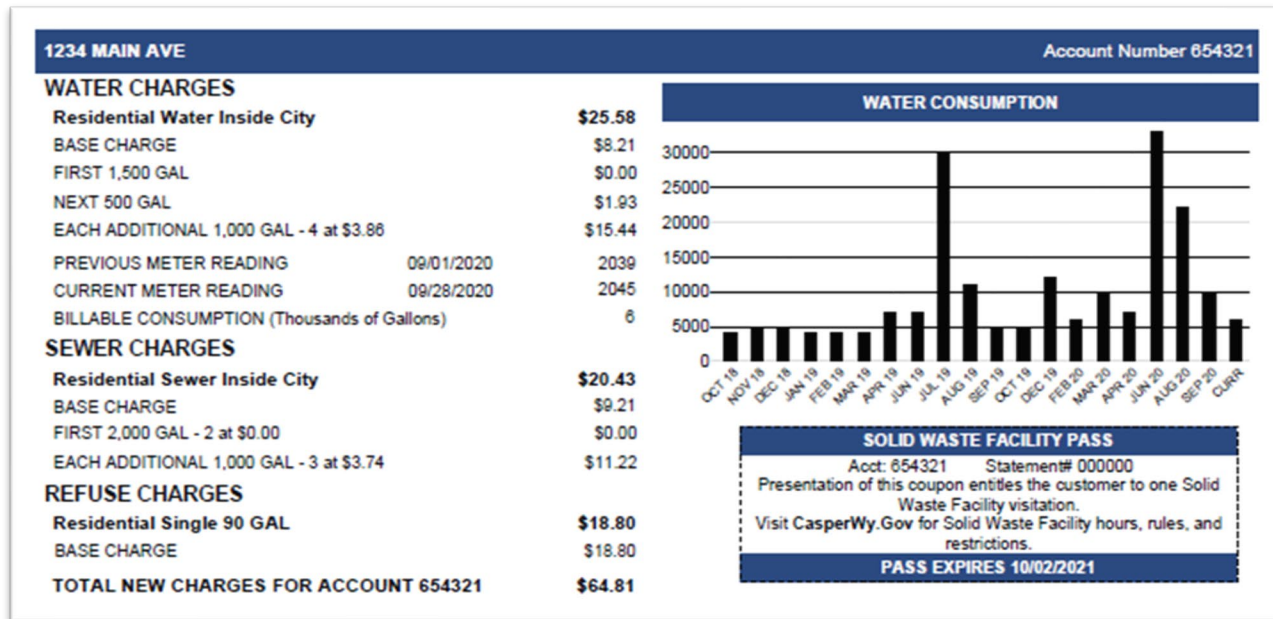
2 Your **CUSTOMER NUMBER** is a second six digit number. It appears within the **first** blue bar, also on the right hand side of your bill. This is a number that identifies you, the customer. You will notice that your **mailing address** is printed within that section of the bill. Every customer should get just one of these numbers, no matter how many properties they own.

3 Your **STATEMENT ID** is your "bill number." Every utility bill gets one unique identifying number. Most people receive twelve bills every year. Each one of those twelve bills will have a unique statement number.



4 Your **ONLINE PAYMENT NUMBER** (also known as your "Account Code") is a twelve digit number that appears on the bill payment stub. The stub is the part of the bill that you should tear off and mail to us each month with your payment (if you pay by check). It is usually located at the bottom of the second page of your bill. Your Online Payment Number is just your Account Number followed by your Customer Number. You will need this number if you pay online with your credit card or if you pay directly from your banking website.

PART 2: How did you Calculate my Bill?



Most customers have three sets of charges associated with every ACCOUNT: Water Charges, Sewer Charges, and Refuse Charges.

The very first line of text within each of these sections will show the **total charge** for that service that we are assessing this month. For most customers, the **New Charges** dollar amount (up in the “Customer” area of the bill) will equal the TOTAL WATER CHARGE plus the TOTAL SEWER CHARGE plus the TOTAL REFUSE CHARGE.

MORE ABOUT THE WATER CHARGES SECTION OF YOUR UTILITY BILL

Water is charged out in 1,000s of gallons (kilogallons). It’s very common for households to consume more in the summer than they do in the winter. For most people, this is because they water their lawn and other outside plants. Because water consumption fluctuates so much from month to month, a chart is provided so that you can see how much you used this month as compared to other months.

- The **BASE CHARGE** is the minimum water charge for any home or business in the City of Casper. For residential water within the city limits, the base charge is \$8.21 per month. The base charge is applied to every water customer within the City regardless of how much water they have used that month.
- The **FIRST 1,500 GALLONS** of water used by that customer is *included* with the base charge. This means that there is no extra charge for using that much water in a month. This is why most water bills have a line that reads “FIRST 1,500 GAL -- \$0.00”

- The **NEXT 500 GALLONS** line on the bill is a way to charge for one half of one thousand gallons of water. In the City of Casper, water is charged out at a constant rate per 1,000 gallons, but since the first 1,500 gallons is *included with the base*, the charge for your second thousand gallons is cut in half. For residential customers who live within the city limits, the “next 500 gallons” charge will be \$1.93.
- The **EACH ADDITIONAL 1,000 GALLONS** line shows how water that is used beyond the first 2,000 gallons is charged out at a certain amount per 1,000 gallons. For residential customers who live within the city limits, that amount is \$3.86 per 1,000 gallons.
- The next three lines of your bill show your water meter information:
 - The **PREVIOUS METER READING** line is the measurement that we took from your water meter *last month*. This line shows the date that your meter was read, and what the reading was.
 - The **CURRENT METER READING** line is the measurement that we took from your water meter *this month*. This line also shows the date that your meter was read, and what the reading was.
 - The **BILLABLE CONSUMPTION (Thousands of Gallons)** line will show the difference between your *current* measurement and your *previous* measurement. This is the amount of water that you’re being billed for on this particular utility bill.

MORE ABOUT THE SEWER CHARGES SECTION OF YOUR UTILITY BILL

How We Determine your Sewer Bill: *Wintertime Estimates*

Any building that is hooked up to the city’s sewer system will have a monthly Sewer Charge. Like water, Sewer is charged out at a standard rate per 1,000 gallons. Unlike water, your sewer does not have a meter, so we have to *estimate* how much sewerage you use every year.

In order to estimate your sewerage, we measure how much water you used in a typical month during the winter. We assume that all of the water you use in the winter is indoor use – shower, toilet, sink, laundry, dishes – and therefore, we assume that all of that wintertime water goes down the drain and into the sewer. We can’t make that assumption during the summer months because much of the water used in summer is used to water the lawn, and that water doesn’t go into the sewer. We also assume that your use of the shower, toilet, and sink is fairly constant throughout the year.

Once we have estimated your sewer usage, we will lock that estimate in for the next twelve months, starting in the month of April. This means that the sewer bill for any given household will usually stay exactly the same, every month, from April through March of every year.

Obviously, if you moved into the neighborhood after winter was over, then we won’t have any way of knowing what your typical wintertime use is. For these situations, the law states that until we can produce a wintertime average, new residents in the City of Casper will be assumed to use 6,500 gallons of sewerage.

Regarding the bill itself:

- The **BASE CHARGE** is the minimum sewer charge for any home or business in the City of Casper. For residential sewer connections within the city limits, the base charge is \$9.21 per month. The base charge is applied to every sewer customer within the City regardless of their wintertime sewer average.
- The **FIRST 2,000 GALLONS** of sewerage used by a customer is the amount of sewerage that is included in the base charge. This means that there is no extra charge for using up to 2,000 gallons of sewerage in a month. This is why most utility bills have a line that reads “FIRST 2,000 GAL -- \$0.00”
- The **EACH ADDITIONAL 1,000 GALLONS** line shows the application of charges to your sewer bill for every 1,000 gallons used above and beyond the first 2,000. Residential customers within the City of Casper pay \$3.74 per 1,000 gallons for sewer usage.

MORE ABOUT THE REFUSE CHARGES SECTION OF YOUR UTILITY BILL

“Refuse” is the term we use for trash services. All residential customers in the City of Casper have weekly trash pickup at their home.

REFUSE CHARGES		<table border="1"> <tr> <th colspan="2">SOLID WASTE FACILITY PASS</th> </tr> <tr> <td>Acct: 654321</td> <td>Statement# 000000</td> </tr> <tr> <td colspan="2">Presentation of this coupon entitles the customer to one Solid Waste Facility visitation.</td> </tr> <tr> <td colspan="2">Visit CasperWy.Gov for Solid Waste Facility hours, rules, and restrictions.</td> </tr> <tr> <td colspan="2"></td> <td style="text-align: center;">PASS EXPIRES 10/02/2021</td> </tr> </table>	SOLID WASTE FACILITY PASS		Acct: 654321	Statement# 000000	Presentation of this coupon entitles the customer to one Solid Waste Facility visitation.		Visit CasperWy.Gov for Solid Waste Facility hours, rules, and restrictions.				PASS EXPIRES 10/02/2021
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Residential Single 90 GAL	\$18.80												
BASE CHARGE	\$18.80												
TOTAL NEW CHARGES FOR ACCOUNT 654321	\$64.81												

Regarding the bill itself:

The first line of text within the bill will describe the kind of trash service that this customer is receiving. The most common residential charges are

- **Residential Single 90 GAL** -- This charge describes a 90 gallon trash can. Most of these cans are black or green, they have a square or rectangular lid, and they have two wheels. These are typically used for pickup at the curb in front of the house. A standard 90 gallon can, for residential customers within the city limits, costs \$18.80 per month.
- **Residential Single 300 GAL 1/3** -- Some residential customers have a shared container, such as a 300 gallon container that they share with two of their neighbors. The “1/3” shown indicates that the customer is paying for 1/3 of the space in that trashcan. Most 300 gallon containers are black and have a round lid. These are typically used for pickup in an alleyway. One third of a 300 gallon container also costs \$18.80 per month.

The line of text beneath the charge description reads “BASE CHARGE.” This is simply restating the charge for the service. Most refuse customers have only one charge that appears under the Refuse section, but customers with special services (such as extra trash cans) might have additional charges.

Last but not least, residential refuse customers also get one Solid Waste Facility Pass every month. This pass is a coupon that allows the resident to take a load of trash to the Balefill, free of charge. You can cut it out and bring it with you to the Balefill. There are rules and restrictions on this program (size of the load; etc.), so please visit the Solid Waste section of the city’s website for more information.