


Clark County, Ohio Utilities Department Water and Sewer Bill FAQs (Updated Oct. 2020)

How is my bill calculated?


Answer: The chart below explains how to read your bill and the math used to calculate your bill. Each bill is calculated based a minimum charge, which includes 3 cubic feet (or CCF) of usage. The rest of the bill is based on how much water your house uses, which is measured by your water meter. **The more water you consume (drinking, bathing, flushing, etc.), the higher the bill.**




CLARK COUNTY UTILITIES DEPARTMENT
PO BOX 1303
SPRINGFIELD, OH 45501-1303

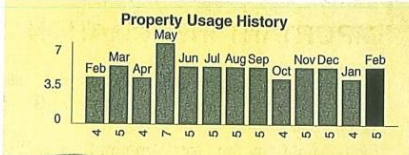
Phone: (937) 521-2150

SERVICE ADDRESS	[REDACTED]
ACCOUNT NUMBER	[REDACTED]
DUE DATE	03/23/2020
TOTAL AMOUNT DUE	\$78.77
AMOUNT DUE AFTER DUE DATE	\$82.71



[REDACTED] 160





Property Usage History

Bar chart showing usage in CCF for months: Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb. The y-axis ranges from 0 to 7. Usage is highest in May (approx. 7 CCF) and lowest in Feb (approx. 3.5 CCF).

MESSAGE CENTER	Reading Date From: 01/27/2020 Reading Date To: 02/27/2020 BILLING PERIOD				
To pay your bill by credit or debit card go to www.clarkcountyohio.gov or over the phone with PAYMENTUS at 844-215-6938. If you wish to request a hearing on your bill, please call 937- 521-2150 before the due date of the bill. METER READS CALCULATED USAGE $\begin{array}{r} 345 \\ - 340 \\ \hline 005 \text{ CCF} \\ \text{(100 CUBIC FT)} \end{array}$	Meter Readings		Actual		
	PREVIOUS	CURRENT	USAGE (100 CU FT)	SERVICE TYPE	AMOUNT
	340	345	00000005 00000005	WATER SEWER	25.02 53.75
AMT DUE IF PAID BY DUE DATE ➔					TOTAL DUE \$78.77

Please bring entire bill to office or mail stub with your payment

CUSTOMER NAME	[REDACTED]
SERVICE ADDRESS	[REDACTED]
ACCOUNT NUMBER	[REDACTED]
DUE DATE	03/23/2020
TOTAL AMOUNT DUE	\$78.77
AMOUNT DUE AFTER DUE DATE	\$82.71
AMOUNT ENCLOSED	

BILL CALCULATION

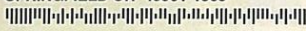
WATER = \$16.38 + 2 CCF X \$4.32/ccf = \$25.02

SEWER = \$35.65 + 2 CCF X \$9.05/ccf = \$53.75

MIN. CHARGE INCLUDES FIRST 3 CCF OF USAGE

Please make checks payable to:

CLARK COUNTY UTILITIES
PO BOX 1303
SPRINGFIELD OH 45501-1303



Why do I get charge for water and sewer on my bill? Am I being double charged?

Answer: Clark County has some customers that have either drinking water service or sanitary sewer service, but the majority has both services. The cost of drinking water production and delivery to a home is different than the cost of sanitary sewer collection and treatment. The different costs are itemized on your bill. Nearly all of our customers have a water meter used to measure the amount of water consumed in a home. The water meter reading number is **used to calculate the cost of both drinking water portion and sanitary sewer portion of the bill.**

For example, if 6 CCF of water is measured by your water meter, customers are charged for 6 CCF of water **coming into your home** and 6 CCF of water **leaving your home through the sanitary sewer.**

How could my bill be exactly the same as my neighbors? This seems fishy.

Answer: We agree that having the same bill as your neighbor may seem strange because there is no way that you use the same amount of water, right? Here's why your bill may be exactly the same as your neighbor — Clark County bills customers based on water usage to the 100th cubic foot (CCF) each month. That means a customer that uses 5.2 CCF and a customer that uses 5.7 CCF **will both receive a bill based on 5 CCF of usage.** Bills only have whole increments of CCF usage; For example, 4 CCF, 5 CCF, 6 CCF, 7 CCF ... you get the idea. It's possible to have the same bill each month based on usage. If you use 5.9 CCF one month and 5.1 CCF the next month, the bill will remain the same: 5.0 CCF.

Why does sewer cost so much more than water on my bill?

Answer: About 70% of the sewer dollars billed to customers in Northridge in 2019 was paid by Clark County to the City of Springfield for sewer services. In certain areas like Northridge, Clark County buys drinking water and sanitary sewer treatment from the City of Springfield to serve customers. Clark County staff services all of the accounts and maintains all the water and sewer pipes, but Clark County doesn't own and operate the drinking water or sewer treatment plants. It takes more steps and processes to treat sanitary sewage and make it safe to send back into Mad River than it takes to properly make drinking water from

groundwater. The extra sewage treatment costs more in equipment, staffing, and energy, meaning sewer rates become more costly for customers. In Northridge, water and sewer rates are tied directly to the rates that the City of Springfield charges for these services.

How does your usage compare to your neighbors?

Here’s a breakdown of bills sent out in Northridge in April of 2020. Nearly 76 percent of customers used 6 CCF or less.

Northridge Residential Water and Sewer Billing Information April 2020			
Water Used CCF	Monthly Bill	% of Bills Sent	Comments
3 or less	\$ 52.03	38%	76% of the bills sent out are for 6 CCF or less
4	\$ 65.40	14%	
5	\$ 78.77	13%	
6	\$ 92.14	10%	
7	\$ 105.51	7%	
8	\$ 118.88	5%	
9	\$ 132.25	4%	
10	\$ 145.62	3%	Your house is in the top 5% of water users. Call our office to review your water usage and see our water saving tips.
11	\$ 158.99	2%	
12	\$ 172.36	1%	

Is my bill based on the number of people in my house?

Answer: No, water and sewer bills are based on a minimum charge and the amount of water used in your home measured by your water meter. Water usage usually increases with the number of people in a home; however, individual water use habits can make a BIG difference in usage and the cost of your bill.

Did rates go up because of the COVID-19 pandemic?

Answer: No, Clark County stopped charging users with late fees, delinquency fees, and did not turn off water and sewer service during the pandemic. However, usage may have increased because you were home more during the pandemic than you typically would've been, leading to higher bills.

How can I reduce my bill?

Answer: The short answer is to use less water. The biggest culprit in a household that consumes a large amount of water is typically leaking toilets. They can be tricky to fix because they don't necessarily leak all the time or after each flush. We recommend regularly replacing the toilet flapper to make sure it properly seats in the toilet. Check out the following sites for tips on how to use less water:

- <https://www.home-water-works.org/indoor-use/do-it-yourself>
- <https://www.home-water-works.org/water-conservation-tips/home>

Have a high bill?

Answer: If you're using a large amount of water each month, call the Clark County Utilities Department at 937-521-2150. We can help you review your house water usage profile.