

# Getting To Know Your Greenville Water Bill



**GreenvilleWater**  
QUALITY WATER. SUSTAINABLE FUTURE.

SAM SAMPLE  
Service Address:  
407 W BROAD ST  
GREENVILLE

Manage your account online  
[www.greenvillewater.com](http://www.greenvillewater.com)

Contact customer service  
864.241.6000

Bill Date	Amount Due	Due Date
April 15, 2023	\$64.65	May 05, 2023

Previous Balance	\$118.07
Payments	\$110.00CR
Current Charges	\$56.58
Current Fees	\$0.00
<b>Total Amount Due</b>	<b>\$64.65</b>

	Base Charge	\$4.52
	Volume Charge	\$4.26

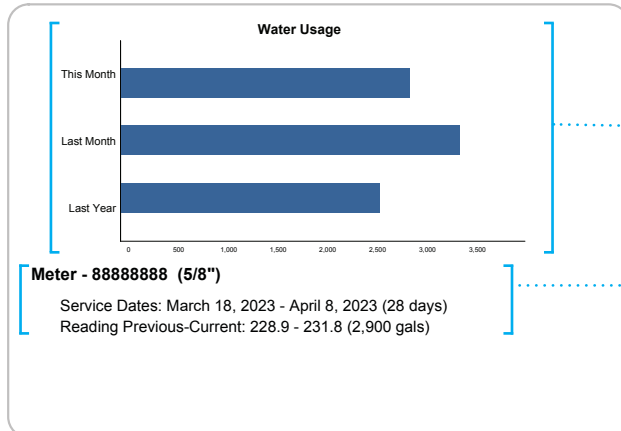
**Greenville Water bills on behalf of these entities**

	Base Charge	\$11.00
	Volume Charge	\$16.27
	Sewer Charge	\$5.03
	Trash Charge	\$15.50

**Account Activity**

Misc. Account Adjustment	\$8.07
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**Total Amount Due \$64.65**



**Special Announcements**

Greenville Water's 2022 Consumer Confidence Report can be viewed at: [www.greenvillewater.com](http://www.greenvillewater.com)

If current charges are not paid in full by close of business on the printed due date, a delinquent fee of \$7.50, or 5% of the bill, whichever is greater, will be added.

If your account is set up for AutoPay, your preauthorized payment will occur on the due date or your scheduled payment date. Note that selecting a payment date after the bill due date will result in delinquent fees being applied to your account.

Customer #	Account #	Amount Due	Due Date
01234567	0123456789	\$64.65	May 05, 2023



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Service Address:  
407 W BROAD ST

SAM SAMPLE  
PO BOX 000  
GREENVILLE SC 29602

**DRAFT**

**Enter Amount Paid**  
Please make checks  
payable to  
Greenville Water

0112000030822000:

See  
Back For  
Breakdown

# Navigating Your Bill

Match the numbers below with the numbers on the front.

1. **Service Address** – Address where current meter is located.
2. **Manage Your Account Online** – We make it easy and convenient to manage your Greenville Water account. Register today at [www.greenvillemwater.com](http://www.greenvillemwater.com) and sign up for paperless bills. We'll send you an email as soon as your new bill is ready to view. Check your account balance and payment history, track your water usage and never miss a payment again by signing up for Auto Pay.
3. **Bill Date** – Bill is mailed on this date.
4. **Amount Due** – Total balance due.
5. **Due Date** – Date payment must be received by Greenville Water. Payments received after this date will be subject to other fees and charges. A delinquent fee of \$7.50, or 5% of the bill, whichever is greater, will be required if payment is not received in our offices by this date.
6. **Account Summary** – Reflects Previous Balance, Payments Received, Current Charges, Current Fees and Total Amount Due this billing period.
7. **Greenville Water Charges** – The Base Charge is a fixed charge based on the size of your meter. The Volume Charge is directly related to your consumption and is billed for each 1,000 gallons of metered water used per month.
8. **Partner Agency Charges** – In order to most effectively serve customers, these entities have elected to partner with Greenville Water to eliminate duplication of costly billing services. Greenville Water bills on behalf of these partner agencies: ReWa, MetroConnects, City of Greenville, Mauldin, Simpsonville and Fountain Inn.
9. **Account Activity** – Fees and credits will be described in this section.
10. **Historical Water Usage** – Greenville Water's mission is to provide quality water and a sustainable future. This information allows customers to evaluate their water consumption over the last 12 months, which is helpful when implementing water saving practices in your home. You can find conservation tips on our website at [www.greenvillemwater.com](http://www.greenvillemwater.com).
11. **Meter Activity** – Includes meter number, meter size, dates of service, previous and current readings and usage during the period. Consumption is measured in 1,000 gallons during the billing period.
12. **Special Announcements** – Important information for customers, such as hydrant flushing, community events and current water supply status.
13. **ACH/Automatic Draft** – This message indicates the date a payment will be withdrawn from a bank account or card. The payment amount box will read "DRAFT" to prevent duplicate payments. To enroll in Auto Pay, please visit [www.greenvillemwater.com](http://www.greenvillemwater.com), Pay Bill and 'Register Now' by creating a User Name and password. Upon successful login, you can add your account using the Customer and Account numbers separated by a dash: 00012345-0034567890.
14. **Customer Number and Account Number** – The Customer Number is specifically assigned to the customer. The Account Number is the number Greenville Water uses to bill the service address. Please provide both numbers when contacting the office by telephone, mail or when managing your account online at [www.greenvillemwater.com](http://www.greenvillemwater.com).
15. **Customer Name and Mailing Address** – Name of person or company responsible for paying bill, and the address where the bill is mailed.
16. **Payment Stub** – Please return this portion of the bill with your payment, and keep the top portion for your records.