

Understanding Your Water Utilities Bill

Utility bills can seem confusing at first glance. Here are some key points explained.

1. The Account Number is associated with the meter address. The Customer ID is unique to the customer and will follow them if they move.
2. Always pay the amount due by the due date to avoid late charges.
3. This is the date range of the water meter reading for the current bill.
4. The usage amount (1 CCF = 748 gallons) is the number used to calculate volume charges.
5. Residential water volume rates are based on tiers.
 - 💧 Tier 1: 1-3 CCF
 - 💧 Tier 2: 4-7 CCF
 - 💧 Tier 3: 8-16
 - 💧 Tier 4: 17 CCF and above

Sewer volume is charged at a flat rate and usage is based on the amount of water used or the winter average.

Sanitation is charged at a flat rate per cart.
6. Customers receiving Project Concern discounts should see this notation.
7. This is the total amount of your current bill, which may differ from your total due.
8. Check this section for important utilities-related announcements.

Learn more about how rates are calculated by visiting our website - FortSmithAR.gov/Citizen-Services.



City of Fort Smith
623 Garrison Ave
P.O. Box 1907
Fort Smith, AR 72902
Phone: (479) 784-2262

C4

MUNICIPAL UTILITIES STATEMENT REMIT PORTION

Please write your Account Number on your check and enclose this portion of bill with your payment. Make Checks Payable to: CITY OF FORT SMITH

Service Address	Bill Number	Account Number - Customer ID (CID)	Due Date	Amount Due
1234 SAMPLE ST	1234567	010101 - 10101	08/15/2024	\$100.99

Pay your bill online, visit PayIt.FortSmithAR.gov

SAMPLE SMITH
1234 SAMPLE ST
FORT SMITH, AR 72901

Amount Due if Late
\$111.09

Amount Enclosed: _____

PREVIOUS BALANCE DUE UPON RECEIPT

00006042024801234567100000094177

✂ Detach and return the portion above with your payment ✂

Pay Your Bill Online



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PayIt.FortSmithAR.gov

Billing Questions: CustomerService@FortSmithAR.gov
Water/Sewer Questions: (479) 784-2262
Sanitation Questions: (479) 784-2350
After Hour Emergency: (479) 784-2342

Customer Name		Service Address	
SAMPLE SMITH		1234 SAMPLE ST	
Bill Number	Bill Date	Account Number - Customer ID (CID)	Current Billing Due Date
1234567	07/26/2024	010101-10101	03/21/2024
Charge Description	Meter Number	Previous Read Date	Current Read Date
WATER RESIDENTIAL BASE			
WATER RESIDENTIAL VOLUME	Z01099592	01/11/2024	02/13/2024
RATE STEP	USAGE	RATE	TIER CHARGE
TIER ONE	3	2.660000	7.98
TIER TWO	3	3.860000	11.58
AR SAFE DRINKING WATER FEE			0.40
WATER SALES TAX			2.43
SEWER RESIDENTIAL BASE CHARGE			4.50
SEWER RESIDENTIAL VOLUME CHG	Z01099592		50.70
RATE STEP	USAGE	RATE	TIER CHARGE
TIER 1	6	8.450000	50.70
SANITATION RESIDENTIAL			15.89
SANITATION SALES TAX			1.51

1 CCF equals 748 Gallons



PAY BY PHONE WITH PAYIT **479-763-3014

MOVING? YOU ARE RESPONSIBLE FOR CHARGES UNTIL YOU STOP/TRANSFER SERVICES. CALL US TO AVOID PAYING FOR SERVICES NOT USED.

READ CODE
A = Actual
E = Estimate
F = Final

Total Current Billing	100.99
Previous Balance	82.47
Adjustments / Deposits	0.00
Less Payments Received	82.47
Late Fee	0.00
Total Due	\$100.99



Entendiendo su Factura de Utilidad

Las facturas pueden ser confusas a primera vista. Aquí se le explicaran unos puntos claves.

1. El numero de cuenta esta asociado con la direccion del medidor de agua. El numero de identificaion del cliente (CID) es unico al cliente, y lo seguira si se muda.
2. Siempre pague la cantidad debida, antes o en la fecha de vecimiento para evitar recargos.
3. Estas son las fechas de la lectura del medidor para la factura actual.
4. La cantidad de uso (1CCF es 748 galones de agua) es el numero utilizado para calcular los cargos por volumen.
5. Las tarifas de volumen de agua residencial se basan en niveles
 - 🔹 Nivel 1: 1-3 CCF
 - 🔹 Nivel 2: 4-7 CCF
 - 🔹 Nivel 3: 8-16
 - 🔹 Nivel 4: 17 CCF o mas

El volumen de alcantarilla (drenaje) tiene una tarifa fija y el uso se basa en la cantidad de agua utilizada o el promedio de invierno.

Saneamiento (servicios de basura) es un cargo fijo por bote.
6. Los cliets que reciben el descuento de "Project Concern" pueden ver esta notacion en la factura.
7. Este es el total de su factura actual, que puede ser diferente de su total adecuado debido a retrasos.
8. Revise esta seccion para anuncios importantes de utilidades.

Obtenga mas informacion sobre como se calculan las tarifas de agua y alcantarillado (drenaje) visitando nuestra pagina web FortSmithAR.gov/Citizen-Services.



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Pay your bill online, visit Paylt.FortSmithAR.gov				

Amount Due if Late
\$111.09

SAMPLE SMITH
1234 SAMPLE ST
FORT SMITH, AR 72901

Amount Enclosed: _____

PREVIOUS BALANCE DUE UPON RECEIPT

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Bill Number	Bill Date	Account Number - Customer ID (CID)	Current Billing Due Date				
1234567	07/26/2024	010101-10101	03/21/2024				
Charge Description	Meter Number	Previous Read Date	Current Read Date	Previous Reading	Current Reading	Usage	Charge Amount
WATER RESIDENTIAL BASE							6.00
WATER RESIDENTIAL VOLUME	Z01099592	01/11/2024	02/13/2024	A 306	A 312	6	19.96
RATE STEP		USAGE		RATE		TIER CHARGE	
TIER ONE		3		2.660000		7.98	
TIER TWO		3		3.860000		11.58	
AR SAFE DRINKING WATER FEE						0.40	
WATER SALES TAX						2.43	
SEWER RESIDENTIAL BASE CHARGE						4.50	
SEWER RESIDENTIAL VOLUME CHG	Z01099592			306	312	6	50.70
RATE STEP		USAGE		RATE		TIER CHARGE	
TIER 1		6		8.450000		50.70	
SANITATION RESIDENTIAL						15.89	
SANITATION SALES TAX						1.51	

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