

## Notice Success Report- Unjust Water Bill Charge

### Details of Notice:

- **Notice Subject:** Unjust Water Bill Charge – Removal of a \$200.00 charge from a water bill.
- **Date Introduced:** July 15, 2024
- **Sent to:** Water Distribution & Maintenance Department
- **Sent on:** July 15, 2024
- **Number of Notices Sent:** 1
- **Instructions Given:** Remove the \$200.00 charge from the water bill.

### Response:

- **Action Taken by Recipient:** Assistant Superintendent called and personally visited to confirm removal of the charge.
- **Action Date:** July 23, 2024
- **Compliance Status:** Compliant

### Outcome:

- **Result of Action:** Charge was removed from the September 2024 water bill.
- **Impact on Operations:** The disputed charge was successfully removed after the notice was received.

### Additional Comments:

The removal of the charge was confirmed through the September 2024 water bill, which reflects the corrected amount. Attached are the water bills for August and September 2024.



**CITY OF COLUMBIA**  
 WATER CUSTOMER SERVICE  
 3000 HARDEN STREET  
 COLUMBIA, SC 29203-7164  
 (803) 545-3300

We Are Columbia

ACCOUNT NUMBER		PREVIOUS BALANCE
[REDACTED]		268.23
SERVICE ADDRESS		PAYMENTS
[REDACTED]		54.05
BILL DATE	DUE DATE	TOTAL NET ADJUSTMENT
29-JUL-2024	18-AUG-2024	-27.36
TOTAL DUE NOW		BALANCE FORWARD
\$ 235.98		184.82
		TOTAL NEW CHARGE
		51.16

**ANNUAL WATER QUALITY REPORT**

The most recent City of Columbia water quality report is always available online at [www.COLACCR.com](http://www.COLACCR.com) To request a paper copy, call (803) 545-3300.

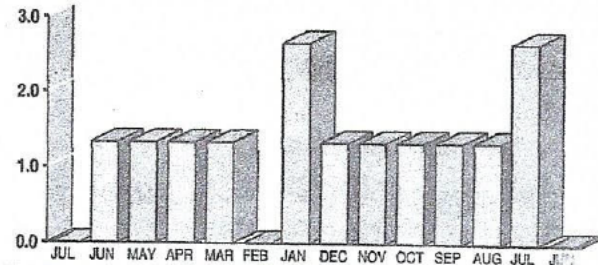
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PAST DUE

WATER CONSUMPTION HISTORY

20847325



**Billing Summary: PROPERTY LOCATED - OUT OF CITY**

CHARGE DESCRIPTION	SERVICE PERIOD	DAYS OF SERVICE	METER NUMBER	PREVIOUS READING	PRESENT READING	READING TYPE*	READING USAGE	READING UNIT	BILLED USAGE (CCF)	USAGE A YEAR AGO (CCF)	CHARGE
Residential Water	06/26/2024 07/25/2024	29	20847325	34	34		0	KGAL	0.000	2	15.99
Fire Fee											2.00
Hydrant Fee											11.00
Residential Sewer	06/26/2024 07/25/2024	29									15.99
Late Fee	10-JUL-202 4										6.18
Total New Charges											51.16

1 CCF = 100 cubic feet = 748 Gallons  
 1KGAL = 1,337 CCF = 1000 Gallons

GO GREEN! SIGN UP TO RECEIVE & PAY PAPERLESS E-BILLS ONLINE AT [WWW.COLUMBIASC.GOV](http://WWW.COLUMBIASC.GOV)

\*A = ACTUAL \*E = ESTIMATED

Please include full account number with all correspondence.

PAGE: 1 OF 1

Please return this portion with your bill



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ACCOUNT NUMBER	DUE DATE	TOTAL DUE
[REDACTED]-2028674-5	18-AUG-2024	235.98

- Please show amount of payment \$ \_\_\_\_\_
- Please write account number on check
- Make check payable to : City of Columbia

See Reverse side for more information



CITY OF COLUMBIA  
 PO BOX 7997  
 COLUMBIA SC 29202-7997

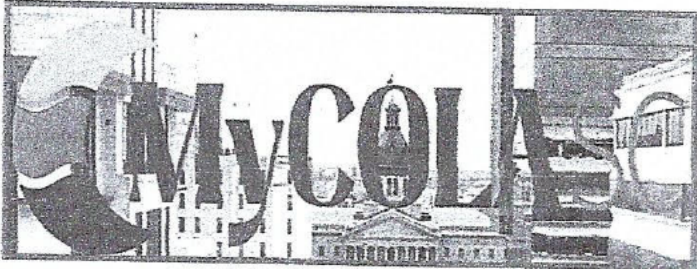
**PAST DUE**

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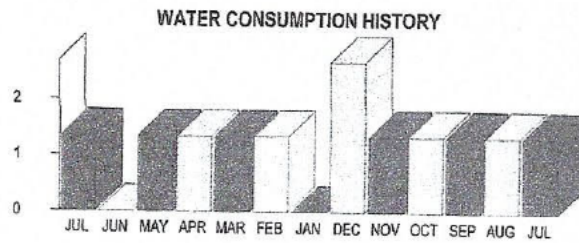


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ACCOUNT NUMBER		PREVIOUS BALANCE
[REDACTED]		235.98
ACCOUNT NAME		PAYMENTS
[REDACTED]		35.98
SERVICE ADDRESS		TOTAL NET ADJUSTMENTS
[REDACTED]		-200.00
BILL DATE	DUE DATE	BALANCE FORWARD
28-AUG-2024	17-SEP-2024	0.00
TOTAL DUE NOW		TOTAL NEW CHARGE
\$56.10		56.10



**Billing Summary: PROPERTY LOCATED - OUTSIDE CITY**

CHARGE DESCRIPTION	SERVICE PERIOD	DAYS OF SERVICE	METER NUMBER	PREVIOUS READING	PRESENT READING	READING TYPE*	READING USAGE	READING UNIT	BILLED USAGE (CCF)	USAGE A YEAR AGO (CCF)	CHARGE
Residential Water	07/25/2024 - 08/26/2024	32	20847325	34	35	*A	1	KGAL	1.337	1.337	15.99
Fire Fee											2.00
Hydrant Fee											11.00
Residential Sewer	07/25/2024 - 08/26/2024	32					1.337		1.337	1.337	27.11
Total New Charges											56.10

1 CCF = 100 cubic feet = 7.48 Gallons  
 1 KGAL = 1.337 CCF = 1000 Gallons

NOTE: CURRENT BILL REFLECTS MINOR FORMAT CHANGES FOR ENHANCED CUSTOMER SERVICING.  
 Please include full account number with all correspondence.

\*A = ACTUAL  
 \*E = ESTIMATED

Please return this portion with your bill.

PAGE 1 OF 2



**WATER CUSTOMER SERVICE**  
 3000 HARDEN STREET  
 COLUMBIA, SC 29203-7164



\*\*AUTO\*\*SCH 5-DIGIT 29209 22 P55 147805AA04-A-1  
 5588 1 AV 0.540



ACCOUNT NUMBER	DUE DATE	TOTAL DUE
[REDACTED]	17-SEP-2024	\$56.10

1. Please show amount of payment \$ \_\_\_\_\_
  2. Please write account number on check
  3. Make check payable to: City of Columbia
- See Reverse side for more information



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 PO BOX 7997  
 COLUMBIA SC 29202-7997

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