

## Frequently Asked Questions

Q: How much does it cost?

A: The first 8000 gallons of usage (base rate) is charged at \$21.51. Anything over 8000 gallons is charged at \$1.89382 per 1000 gallons.

Q: If I do not change my clock shouldn't my bill be the same each month?

A: If you water twice a week, times fifty two weeks, but only billed once per month four months there would be eight sprinkling cycles and eight months there would be nine cycles. Even the water pressure variation can have an effect on the amount of your bill.

Q: Should I turn off my system during rainy season? Why do I still get a bill if I turn my system off?

A: Our minimum monthly charge is \$21.51 which includes 8,000 gallons of water weather you use it or not. It is set up this way for several reason, It does not rain every day in the rainy season, It does not rain under your eaves, less under your trees, If your sprinkler heads do not pop up periodically grass grows over them they malfunction. Our advice use your 8,000 gallons your paying for it anyway, protect your grass and sprinklers. Also if you are out of town be sure you have someone periodically check your system for broken heads and geysers

Q: What is the billing cycle?

A: 18<sup>th</sup> of previous month through 17<sup>th</sup> of current month.

Q: When is payment due?

A: Your invoice is typically sent out 7 days after the meters are read and due by the 19<sup>th</sup> of the of the following month

Q: My unit is rented out. Can you send the bill to the renter?

A: Yes, but a bill **must** also be sent to the member. You, as the member, are ultimately responsible for the payment. We must have an email on file if duplicate billing has to be sent.

Q: Can I set up Auto-Pay?

A: Yes, please visit the KPG website at [www.kpgaccounting.net](http://www.kpgaccounting.net), click on "E-Forms", then "Agreement for Pre-Authorized Payments". Payments from your checking account are processed 7-10 days after the invoice date.

Q: I have a question about my irrigation. Who do I call?

A: Maintenance issues-JRC Lawn Maintenance 239-707-1553.

After Hours emergency - 239-273-3213.

Billing issues - KPG Accounting Services [Contact@KPGAccounting.net](mailto:Contact@KPGAccounting.net) or 239-434-8866.