



CITY OF COLUMBIA
WATER CUSTOMER SERVICE
1136 WASHINGTON STREET
COLUMBIA, SC 29201-3224
(803) 545-3300

We Are Columbia

**ANNUAL WATER
QUALITY REPORT**

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

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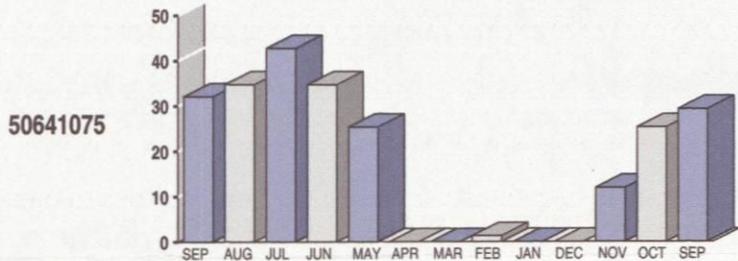
WACHOVIA BANK
PO BOX 183079
COLUMBUS OH 43218-3079



ACCOUNT NUMBER 33175974279	PREVIOUS BALANCE 805325
01-46622606-1040080-8	4.36
SERVICE ADDRESS 331 HARBISON BLVD	PAYMENTS
BILL DATE 23-SEP-2020	DUUE DATE 08-OCT-2020
TOTAL NET ADJUSTMENT 0.00	TOTAL NEW CHARGE 268.22
TOTAL DUE NOW \$ 268.22	BALANCE FORWARD 0.00

TOTAL NEW CHARGE
268.22

WATER CONSUMPTION HISTORY



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
Irrigation Service	08/24/2020 09/23/2020	30	50641075	167	191	*A	24	KGAL	32.083	29	268.22
Total New Charges											268.22

1 CCF = 100 cubic feet = 748 Gallons
1KGAL = 1.337 CCF = 1000 Gallons

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*A = ACTUAL *E = ESTIMATED

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The 2019 Water Quality Report is now available online at www.ColaCCR.com.
GOOD NEWS! DOWNLOAD THE NEW EYE-ON-WATER APP TO VIEW YOUR AMI-METER CONSUMPTION.

▼ Please return this portion with your bill ▼



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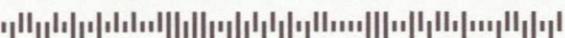
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COLUMBIA, SC 29201-3224
(803) 545-3300

WACHOVIA BANK
PO BOX 183079
COLUMBUS OH 43218

ACCOUNT NUMBER	DUUE DATE	TOTAL DUE
01-46622606-1040080-8	08-OCT-2020	268.22

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



CITY OF COLUMBIA
PO BOX 7997
COLUMBIA SC 29202-7997

0002682201046622606104008000268220104662260610400808

THANK YOU FOR YOUR PROMPT PAYMENT!
PAYMENT METHODS

- Send check or money order along with payment stub in the enclosed envelope and mail to City of Columbia, PO Box 7997, Columbia, SC 29202-7997. Please include your service address and account number on your check.
- Payments may be made in person at the following locations:

Payment site addresses and office hours:

Eau Claire – 3905 Ensor Ave, Columbia SC	8:30 a.m. – 5:00 p.m. M-F
Downtown – 1339 Main St, Columbia SC	8:30 a.m. – 5:00 p.m. M-F
Mailroom – 1505 Charleston Highway West Columbia SC	9:00 a.m. – 6:00 p.m. M-F
First Citizens - Drive-Thru Locations Only	9:00 a.m. – 2:00 p.m. Saturday
1301 Park St	2600 Rosewood Dr
7366 Garners Ferry Rd	1612 St Julian Pl
2621 N Main St	2638 Two Notch Rd
615 Knox Abbott Dr	9800 Two Notch Rd
	7039 Parklane Rd
	949 Lake Murray Blvd
	1311 Dutch Fork Rd
	131 Forum Dr. (Sandhills)

- Please note that payments made at First Citizens Drive-thru locations must be made with cash or personal check, only. First Citizens cannot accept payment for a water bill that has more than 1 month due or if the water has been shut off. If this applies to you, you must make payment directly to the City of Columbia. Thank you.
- Payments may be made after normal business hours at the Downtown office, 1339 Main St. A drop box is located beside the side door entrance on Washington St. Payments placed in the drop-box will be posted the next business day.
- You may also have your payments automatically drafted from your bank account. Call 545-3489 for more information about enrolling in the automatic bank draft program.
- **Online payments may be made at www.columbiasc.net.** There is an administrative fee for online payments. The City of Columbia does not collect or receive this convenience fee. Online payments should post immediately on each business day.

CONTACTING THE CITY OF COLUMBIA

Contact the Customer Care Center at 545-3300 for any of the following:
 Questions about Stormwater
 Questions about your bill, account information or changes
 To report a water main leak problem
 To report a water quality or water pressure concern
 To report a water quality or water pressure problem after hours
 To report a sewer backup or overflow

- **PAYMENTS MAY BE MADE BY PHONE USING YOUR CREDIT OR DEBIT CARD BY CALLING 1-866-9H2OPAY (1-866-942-6729).** You must enter your full account number as it is printed on your monthly statement. **THERE IS A \$4.00 CONVENIENCE FEE CHARGED BY THE THIRD-PARTY PROCESSOR FOR THIS SERVICE.** You must allow 2 business days for your payment to be posted to your account.

PAYMENT TERMS AND CONDITIONS

- **TO AVOID INTERRUPTION OF YOUR WATER/SEWER SERVICE, YOU MUST NOTIFY THE WATER CUSTOMER SERVICE DEPARTMENT, IN WRITING, OF YOUR DISPUTE.** Your notice of dispute must be received before the cutoff date specified on your disconnect order. If we do not receive your payment, water/sewer service will be cut off as soon as our crews reach your area.
- **ALL BILLS ARE NET AND PAYABLE WHEN RECEIVED.** FAILURE OF OWNER OR CONSUMER TO RECEIVE A BILL DOES NOT RELIEVE THE CUSTOMER OF THE OBLIGATION FOR PAYMENT NOR FROM THE CONSEQUENCES OF NON-PAYMENT.
- **PAST DUE ACCOUNTS ARE SUBJECT TO DISCONNECTION OF SERVICES.** To avoid initiation of disconnection procedures, please pay the bill by the Due Date. The Due Date shown on the bill applies only to the current charges and does not extend the time period for payment of any previous bill. Receipt of multiple disconnection notices do no cancel previously mailed notices or disconnection date. Defaulted payment arrangements result in immediate service disconnection.
- **DELINQUENT ACCOUNTS AND APPLICABLE FEES** A late fee of 1.5% will be added to all account balances thirty days from the bill date. A fee of \$15.00 will be charged when service is discontinued for nonpayment, or when a delinquent notice is left. A service fee will be charged for any check returned unpaid by the bank. If an account has two returned check service fees assessed within a 12-month period, payments must be made by cash or money order for the next 12 billing periods.
- Accounts disconnected for nonpayment may receive two bills during the month. The first bill is for the amount due through the date service was disconnected. The second bill will be through the regular monthly read date.
- The property location affects your billing rates. (in city or out city)
- **THE CITY OF COLUMBIA IS NOT RESPONSIBLE FOR MISDIRECTED MAIL OR DELAYS DUE TO POSTAL PROBLEMS.**
- **ALL FINAL BILLS ARE MAILED WITH THE WORDS "FINAL BILL"** ONLY BILLS MARKED "FINAL" TERMINATE YOUR FINANCIAL RESPONSIBILITY FOR THE SERVICE.

FOR MORE INFORMATION ON HOW TO READ YOUR WATER BILL,
 PLEASE REFER TO www.columbiasc.net/customer-care