



TOWN OF WINNSBORO

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Estimating Utility Consumption

The Town of Winnsboro works hard to obtain an accurate reading from your utility meter each and every billing period. However, due to staffing shortages and training timelines we have not been able to obtain reliable readings in a timely manner. The Town is therefore going to implement a two-month estimating program for customers to get the meter readers caught up and trained properly, while ensuring customers get consistent bill periods.

In such cases, the customer's consumption for the billing period will be estimated using a standardized method. The estimate is derived using a number of customer consumption factors to make the estimate as fair and accurate as possible. Although no estimate will be 100 percent correct, the Finance Department uses the best information available to ensure the estimate is as close as possible to the customer's actual consumption for that period. At the end of the period the Town will then true up the actual usage and either: issue a credit to the customer's account for any overage paid and/or billed; or work with customers to set up a payment plan for the customers whose actual usage exceeded the estimate.

The most common estimation method uses the customer's past pattern of consumption at the service location (when available). The following factors are included in the estimation calculation:

- The amount of utilities used during the preceding billing period
- The amount of utilities used the previous year during the same billing period
- The amount of utilities used the previous year during the preceding billing period
- A factor that adjusts the estimate based on the average town-wide utilities usage daily trend

All estimated bills will show in the note field of the bill "this is an estimated bill." If you believe your bill has been over-estimated you can pay on the bill until we get an accurate reading. There will be no disconnections of services during this time.

The Town appreciates your patience at this time and we hope to get the actual readings restored promptly. Additional assistance is being sought from contractors at this time as well, should the work be contracted with another company, the Town will give ample notice about what company may be reading your meters.

For more information about estimated bills, please contact a Finance Department Collections Customer Service Representative at 803-635-4041.