



Alaska Rural Utility Collaborative  
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## Frequently Asked Questions - Billing

Below are some Frequently Asked Questions and answers about your Alaska Rural Utility Collaborative (ARUC) water and/or wastewater bill.

*Q: Do I pay for services before or after I receive them?*

A: Customers pay their water/sewer bills *after* they receive services. If you start service in January, you are billed in February for the previous month's services.

*Q: When is my bill due?*

A: Payments are due on the 20th of every month.

*Q: When will I receive my bill?*

A: Bills are printed and mailed on the 1st of the month.

*Q: Why did I receive a late fee?*

A: If payments are not received by the 26th of every month, there is a \$5 penalty for any unpaid balance.

*Q: What will happen if I don't pay my bill?*

A: If the invoice has still not been paid by the 26th, a shut off notice is hung on the door and delinquent letters are mailed. Customers will be disconnected from water/sewer if the delinquent amount is not paid in full by the 15<sup>th</sup> of the next month.

*Q: What is a shut-off notice? Will my water be shut off?*

A: A shut-off notice comes in two forms; a delinquent letter and a pink door hanger notice. These notices inform the customer that water/sewer service is delinquent and will be disconnected on the 15th of the next month if the bill is still not paid.

If service is disconnected and not paid within 30 days, the account will be sent to Cornerstone Credit Services for collection.

*Q: Why are the rates so high?*

A: Rates are set to generate adequate revenue to pay their community's water/sewer system expenses. Each community's rate varies due to their type of system and/or high cost of fuel. Others are high due to a lack of a reserve account for emergencies. Some communities are able to have lower rates due to high collection rates, or their city/tribe provided subsidies from revenue sharing or sales taxes.

As with every community, if everyone in the community paid their utility bill on time and an emergency reserve is established, monthly rates potentially decrease.

*Q: What does my bill cover?*

A: Payments collected pay for system costs such as electricity, fuel, operator wages, spare parts, water treatment chemicals, and supplies.

Your payments are NOT used to pay for ARUC personnel salaries and travel expenses. ARUC does not operate water/sewer plants for profit. The billing rate is set to cover the costs of

continued system operation.

*Q: How can I pay my bill?*

A: ARUC accepts VISA, MasterCard, Discover credit and debit cards, money orders, and checks. To pay with a credit/debit card, you can call ARUC Billing at our toll free phone number 1-866-205-7581. All other payments need to be mailed to ARUC's lockbox bank account:

ANTHC/ARUC  
P.O. Box 196821  
Anchorage, AK 99519

If you are in Anchorage and would like to make a payment in person, our office is located at:

Alaska Native Tribal Health Consortium  
Division of Environmental Health and Engineering  
4500 Diplomacy Dr., Suite 130  
Anchorage, Alaska 99508

Payments are also accepted online! Online bill pay is available by visiting <https://anthc.epayub.com/>.

*Q: Does ARUC have any payment plans or payment options for customers?*

A: Payment plans require 1/3 of the balance as a down payment to start a payment plan. After the third of the balance is paid, the remainder is recalculated for a 12 or 24 month period plus the regular monthly fee.

ARUC also accepts Permanent Fund Dividend assignments every year between April 1 and August 31. The PFD cannot be used for payment until it is received. Until the PFD is received, you still need to pay for your water/sewer service. Please contact the billing department at 1-866-205-7581 for assistance in filling out the forms. If you choose to pay for 12 months in advance, your 13<sup>th</sup> month is FREE!

*Q: The cost of fuel went down. Why is our water/sewer bill still the same?*

A: ARUC negotiates and purchases fuel in bulk once a year for the next fiscal year. Current fuel rate fluctuations do not immediately change current water/sewer rates due to this pre-purchase of fuel.

The water/sewer rates are reviewed each October after a final evaluation of the previous fiscal year's expenses, including the previous year's cost of fuel. Future rate increases/decreases are then shared with community councils for approval or re-negotiation.

*Q: Do I still have to pay my bill if my service lines are frozen, or I am not receiving services?*

A: If your lines are frozen or if there is a disruption in service for 48 hours (two days) or more, please inform your local water plant operator. A service change form must be filled out and faxed to the Anchorage office for processing. After we receive the service change form, we will make an adjustment on your invoice.

*Q: Does ARUC provide incentives for businesses?*

A: No, we do not have an incentive program for businesses at this time. We focus our incentives for residents since they are a larger part of the customer base and more people can benefit.