

HNWS Billing Cycle Transition FAQ

Why is HNWS transitioning from four billing cycles to one?

One billing cycle will improve our efficiency and productivity. It will allow us to have more time for personalized customer service and it will allow customers billing date to stay the same wherever they live in Navarre.

Will my bill increase due to the transition to one billing cycle from four?

Bills are based on water use. As we transition to one billing cycle some customers may receive a bill with fewer days of water use and some customers may receive a bill with a few extra days of water use. Once we have transitioned to one billing cycle, you will see your water bill become very consistent on the number of days you are billed each month. You will be billed for water use from the 1st day of the month to the last day of the month.

When will one billing cycle become effective?

It will start with your water use from October 1st to October 31st. Your bill will print on November 15th and come due on December 1st.

If I am on ACH bank draft, when will my checking account be drafted for my bill?

Your checking account will be drafted on the 2nd of the month unless this falls on a weekend or holiday. It will then be drafted on the following business day before any penalties are added.

When will my bill be late?

Your bill will be late on the 2nd of the month. If the 2nd of the month falls on a weekend or holiday penalties will be added to the account on the following business day.