



Water & Sewer Customer Account Audit Frequently Asked Questions

About the Letter

I recently received a letter from the Utility Revenue Management Company. Why are they contacting me? Is this a legitimate letter?

Utility Revenue Management Company, Inc. (URM) is conducting an audit of the City of Columbia's water and sewer billing system. They are identifying customers whose bills are not being appropriately calculated based on the City's current water and sewer billing ordinance ([Article V. Water and Sewer Rates](#)).

Are they only looking for under-billed accounts?

No. URM is looking for any errors in billing. Both under-billed and over-billed customers are likely to receive a letter indicating their rate will change.

Is this a bill? Will they be asking me to send them money?

No. This letter is not a bill, and it will not come with a request for immediate payment. It is a notification that your bill will be changing. If you receive a letter that is not a City of Columbia water/sewer bill claiming to come from the City or URM asking for credit card, banking or other payment information, please contact us at 545-3300 and let us know.

Why are they contacting me?

If you receive a letter from URM, it is because their audit efforts identified your account as being misbilled.

About My Bill

What issues are leading to bill adjustments?

The City and URM has identified the following account issues that are leading to misbilled accounts:

- Incorrect Service Type – The City has several service types, each with a different rate structure. These service types include commercial, residential, irrigation, and others.
- Incorrect Number of Units – Structures such as apartments, buildings, hotels and motels are charged certain fees based on the number of units.

If you have questions about why your bill is changing, contact Customer Care at (803) 545-3300 and speak with a Customer Care Representative during our business hours (M-F between 7:30 AM and 11:30 PM).

How are water/sewer charges set? How is URM determining the correct billing rate?

City of Columbia water and sewer charges are set by City ordinance ([Article V. Water and Sewer Rates](#)). Current City rates can also be found on [Water & Sewer Rates](#).

When are changes effective on my bill?

These changes should be effective on your next water/sewer bill. Your future bills should reflect this corrected rate.

Will this affect my previous bills? Will I be back-billed?

At this time, the City only intends to adjust future bills as a result of this audit. The City does not plan to use these results to adjust past bills. The City reserves the right to change this policy.

What if I contest this change?

If you believe this audit has incorrectly categorized your water/sewer use, the account-holder can contact [Customer Care](#) at 545-3300 and speak with a Customer Care Representative during our business hours (M-F between 7:30 AM and 11:30 PM). The CCR can only discuss specific account details with the named account-holder.

I have another question not answered here.

For questions about this audit, other questions related to your bill or the City's water/sewer service and rates, you can contact [Customer Care](#) at 545-3300 and speak with a Customer Care Representative during our business hours (M-F between 7:30 AM and 11:30 PM).