
WHAT IS AN ESTIMATED WATER BILL?

FOR IMMEDIATE RELEASE

(Clifton, N.J. – January 19, 2024) – Understanding your water bill is important. Customers may have received an “estimated bill” in the mail, but may not understand what that means.

Passaic Valley Water Commission (PVWC) explains:

1. **Estimated Bill Explained:** Estimated bills are generated based on previous, average water usage.
2. **Why Did You Receive an Estimated Bill?** Estimated bills are generated when PVWC’s meter readers cannot record an actual meter reading, which may happen due to a loose or faulty wire. Our customers are billed based on consumption, so PVWC cannot bill accurately if the company does not record an actual reading.
3. **What To Do If You Receive an Estimated Bill:** Please contact our customer service department at 973-340-4300 or customerservice@pwwc.com, to schedule a meter repair. The water meter is usually located in the lowest level of a home, so most water meters are in the basement, which PVWC personnel would need to access to fix the meter reading device.

If you have not registered for our **free** notification system, please visit <https://www.smart911.com/smart911/ref/reg.action?pa=pwwc>.

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Passaic Valley Water Commission, recipient of the 2023 Association of Metropolitan Water Agencies Gold Award for exceptional utility performance, serves over 800,000 consumers in Bergen, Essex, Hudson, Morris and Passaic counties. Please follow us on X (@PVWC), Instagram (@passaic_valley_water) and/or Facebook (@thePVWC).