

## ***Frequently Asked Questions***

### ***Who do I call with questions about my water bill?***

Please call the Utility Billing Clerk at 402.827.1677 or email your question to:

[dkavan@papillion.org](mailto:dkavan@papillion.org)

### ***How do I view my utility bill online?***

Click on the link "On-Line Bill Pay" and follow the instructions to sign up with Xpress BillPay. Once you have set up an account, there is a link to "View/Pay eBill". You can view your bill there and you are not required to make payments.

### ***How do I sign up for water/sewer service?***

Call the General Clerk at 597.2020 during regular business hours or sign up online using Xpress Bill Pay <http://www.xpressbillpay.com/portal/?refer=papillionutility>.

### ***What are regular business hours?***

Monday thru Friday 8:00am to 5:00pm, except Holidays.

### ***What are the fees to establish water/sewer service?***

There is a \$30 application fee for all applicants and a \$25 deposit is required for applicants who are renting.

### ***How do I request a final reading?***

Please make your requests for final readings in advance to the General Clerk at 402.597.2020 during business hours or through our online service at <http://www.egovlink.com/papillion/action.asp?actionid=8678>.

### ***How is my sewer usage calculated?***

For residential customers, your sewer rate is the average of the water used during the months of December, January, February and March. The rate is calculated annually in the month of May. For commercial customers, your monthly sewer usage will be the same as the current month's water usage.

For questions not related to billing go to the [Public Works page](#).