



CITY OF HAYSVILLE

Utility Billing

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UTILITY BILLING UPDATES

FEBRUARY 2026

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IMPORTANT NOTICE: WATER & WASTEWATER RATE CHANGES

The City of Haysville is planning adjustments to water and wastewater rates to address rising operating costs and future infrastructure needs.

Why Are Rates Changing?

Water and wastewater rates have not been adjusted for several years. During that time, costs for labor, equipment, treatment chemicals, energy, and system maintenance have increased. The City is also planning major infrastructure projects to replace aging pipes and improve system capacity.

What Is Changing?

Utility rates are made up of two parts:

- A **usage charge** based on how much water you use
- A flat **monthly fee** that helps pay for long-term capital improvements

Effective Dates

New Rate Effective on the March 1, 2026 Bill | Usage (per 1,000-gallon) rates will change:

- **Water:** \$3.50 → \$5.00
- **Wastewater:** \$7.25 → \$8.75

New Rate Effective on the February 1, 2027 Bill | Monthly infrastructure fees will change:

- **Water:** \$7.00 → \$10.00
- **Wastewater:** \$5.00 → \$13.00

How This Helps

These adjustments will:

- Support daily operations and maintenance
- Fund replacement of aging pipes and system improvements
- Ensure reliable service now and in the future

For more information, call (316)529-5900.

Take Control of Your Water Usage with Haysville's Customer Portal

The City of Haysville offers an interactive, web-based water customer portal designed to put your water usage information right at your fingertips. This easy-to-use tool gives customers access to clear, easy-to-read charts and graphs, personalized usage alerts, helpful tips, and more—making it easier than ever to understand and manage your household's water use.

With features like email alarms and problem notifications, the portal helps prevent or minimize unintended overuse and costly surprises on your water bill. Customers can set usage alerts, monitor trends, and even remotely oversee your property while on vacation. Most importantly, the portal empowers customers to quickly identify issues such as leaks and make informed decisions about current and future water usage.

Stay informed, save water, and avoid surprises—sign up today and take control of your water usage with Haysville's new customer portal. Instructions are on the back page.



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Customer Portal Sign Up Instructions

Getting started is quick and easy:

1. Visit <https://my-haysv.sensus-analytics.com/>
2. Click “Need to set up an account?”
3. Enter your email address and click “Get Started”
4. Watch for an email from donotreply@sensus-analytics.com and follow the link (expires after 24 hours)

Enter your account number (excluding dashes), create a password of at least 12 characters, and click “Submit”

Once completed, your account will be active and ready to use.

Water Bill Extensions

If an unexpected emergency makes it difficult to pay your utility bill on time, you may request a payment extension.

How extensions work:

- Customers must complete and sign an extension request form.
- Extensions are granted for up to two weeks only.
- Each customer may receive up to three extensions per calendar year.

Important note

If an extension is requested on the scheduled water shut-off day, a \$40 late penalty will be added to the bill.

Reporting a Water Leak:

If you believe you may have a water leak, please contact the Haysville Water Department first. The City can inspect our portion of the water system to determine whether a plumber is needed. This can save you time and money and helps us identify potential issues in your area.

Who to call:

- During normal business hours: City Hall at (316) 529-5900
- After hours, weekends, or holidays: Non-Emergency Line at (316) 529-5912

Did You Know



Your wastewater bill is based on winter water use?

In Haysville, wastewater charges are calculated using your average water usage during **January, February, and March** each year. This winter average helps estimate how much water typically goes down the drain—excluding outdoor uses like lawn watering.

Here's how it works:

- Your January–March water usage is averaged
- That average is charged at **8.75 per 1,000 gallons (NEW)**
- This rate becomes your **wastewater fee for the following year**

If a resident does not yet have usage history for those winter months, the **city-wide residential average** is used instead. That average is currently **3,400 gallons** of usage (commercial accounts are excluded).

Understanding how your wastewater rate is calculated can help you better manage your water use—and avoid surprises on your bill!

