

Water Bill Frequently Asked Questions (FAQ)

❖ I don't see you read my meter anymore. How do you know how much water I used?

The City reads your meter electronically through a component that is attached to your meter, called an endpoint. This device tracks historical water consumption that flows through the meter on an hourly basis. Once a month, city staff drives by and pulls this information electronically and downloads it into the billing system.

❖ How is it possible that the water usage on my bill is the exact same as a previous month's usage?

Water is billed at 1,000 gallon increments. If you are consistent in water usage, it is possible your bill will be the same for up to several months at a time. For example, if you used 3,200 gallons one month, you will only be billed for 3,000 gallons. Your meter tracks ongoing usage similar to an odometer on your vehicle. So if you average 3,200 gallons each month, after 5 months, your reading will then pick up the additional accumulated 1,000 gallons and your billed consumption will be 4,000 gallons for that fifth month.

❖ How is my sewer bill calculated?

Since sewer waste cannot be metered like water is, sewer volume billed to residents is calculated based on the customer's average water usage during the most recent winter months of December, January, and February. This is based on the assumption that during winter months, the majority of your water usage goes down the sewer drain and not absorbed into the ground like it does during summer months when lawn watering is most likely to take place. Your sewer volume is calculated in March each year and remains the same each month until the following March.

[See "Winter Quarter Averaging" for more information.](#)

❖ If I have a leak during winter months, how will that affect my sewer bill for the year?

Since your sewer bill is based on your average water consumption during the winter months, a leak during those 3 months could cause your sewer bill to go up for the following year. If this happens, you may contact our Utility Customer Service department and request a re-calculation of your sewer bill once your leak has been fixed and water usage goes back to normal. We will be more than happy to adjust it for you.

❖ I received a high water bill! How did I possibly use this much water?

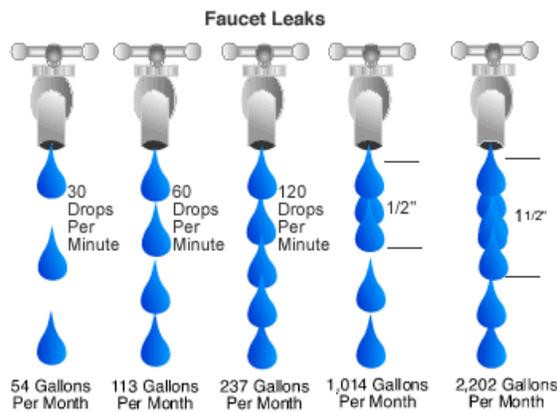
The 2 most common reasons for a high water bill are the following:

1. Consumer used more water

Water consumption typically increases drastically during the summer months due to lawn watering, kids being out of school, and filling a pool. An average size 21-foot round pool with a depth of 48 inches can hold 13,500 gallons of water. This can increase your water bill by over \$80. Additionally, water irrigation systems can use a lot of water. For instance, each turf zone can use an average of 12 gallons per minute. So if you use 4 zones for only 30 minutes per day, you will consume 1,440 gallons of water a day. Even if you only water your lawn twice a week, you will consume 11,520 gallons of water a month at an estimate cost of over \$70. **For more information on additional water consumption for typical uses, as well as ways you can conserve water, [click here](#).**

2. Water leak

Unfortunately, water leaks happen often and can result in a high water bill. Some leaks are hard to detect and the first clue of a leak is typically a high water bill. A toilet leak, depending on the severity, can waste anywhere from 30 gallons a day up to as much as 4,000 gallons a day.



For more information on water leaks, [click here](#).

❖ How do I read my water/ utility bill?

Please go to ["How to Read Your Water Bill"](#) for detailed information on the components that make up your water bill.

❖ I moved into a smaller house but my bill stayed the same. Why didn't my bill go down?

Your bill is solely based on the amount of water you use, regardless of the size of your home. Whether you have one bathroom or four, unless the size of your family changes, you will still likely use a bathroom just as often, and you will likely have similar appliances that use water.

❖ I have a smaller family than my neighbor but my water bill is higher. Why isn't my bill smaller than theirs?

Your water consumption is dependent upon how often you use your water, how well you conserve water (how often and how long are your showers or baths, how often you wash clothes and dishes, etc.), whether you water your lawn or not, and how efficient your appliances and toilets are. If you want information on how much water a typical household of your size uses and tips on reducing your water consumption, [click here](#).

❖ I was told I have a leak but I don't see any puddles in my yard. Where is the water going?

Leaks do not always show up in your yard. Leaks coming from inside your house will more than likely go down the sewer drain and not in your yard. Some leaks located outside your house may not always show up as a puddle. There are other signs you can look for to determine if you have a leak in your service line. [Click here to see tips to help you find a leak](#).