

FAQ'S

WASTEWATER WINTER QUARTER AVERAGE

WHAT IS WASTEWATER WINTER QUARTER AVERAGING?

Wastewater winter quarter averaging is a method of calculating wastewater charges based on the average amount of water used at your residence during 3 consecutive billing cycles over the winter months.

WHY DOES THE CITY USE A WASTEWATER QUARTER AVERAGE AS THE BASIS FOR MY WASTEWATER BILL?

Your water meter measures your monthly water use, but there is no meter on your wastewater line. Wastewater winter quarter averaging provides a measure that is generally reflective of the amount of water that goes directly into the wastewater system from your property.

WHAT PERIOD WILL BE USED TO DETERMINE MY WASTEWATER WINTER QUARTER AVERAGE?

The period for the upcoming calculation will be the last billing cycle of 2019 and the first two billing cycles of 2020. It will be implemented as soon as possible after that but no later than the June 2020 bill.

WHY IS THIS PERIOD BEING USED TO MAKE THE CALCULATION AND NOT DURING THE SUMMER?

Winter water usage is used in the wastewater bill calculation because it is generally reflective of the amount of water that goes directly into the wastewater system from your household. Summer usage includes higher volumes due to outdoor watering, washing your car, or filling your swimming pool.

CAN I CHOOSE DIFFERENT MONTHS TO DETERMINE MY WASTEWATER WINTER QUARTER AVERAGE?

No, the months used to determine your wastewater winter quarter average are determined by the billing cycles. Using less water during the winter quarter average period may result in a lower wastewater bill throughout the year.

HOW IS MY WASTEWATER QUARTER AVERAGE CALCULATED?

Your residential wastewater quarter charge is determined by your average household water use during 3 consecutive billing cycles, for example:

Usage Month	Gallons of Water Used
December	3,000
January	5,000
February	<u>4,000</u>
Total Gallons	12,000

EXAMPLE

Average Monthly Use: 12,000 gallons divided by 3 months equals 4,000 gallons. Your residential wastewater charge will be based on the average monthly water use of 4,000 gallons.

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HOW CAN I LOWER MY WASTEWATER BILL?

Conserving water during the wastewater averaging period may lower the volume of wastewater you will be billed for each month for the next year.

WHY DO I PAY MORE FOR WASTEWATER?

After the water you use goes down the drain, or is flushed, it must be treated before being released back into the environment. The cost of providing wastewater services is higher than the cost of providing water services.

I AM A RESIDENTIAL WATER/WASTEWATER CUSTOMER. HOW IS MY WASTEWATER AVERAGE CALCULATED IF I HAVE ONE OR MORE MONTHS OF ZERO CONSUMPTION DURING THE PERIOD USED TO DETERMINE THE WASTEWATER AVERAGING?

There is a minimum wastewater charge for winter quarter averages of 0 - 2000 gallons. Even if your winter quarter average was less than 2000, you would still pay the minimum wastewater charge.

WHEN DOES MY NEW WASTEWATER AVERAGE GO INTO EFFECT?

No later than the June 2020 bill.

I RECENTLY MOVED TO A NEWLY BUILT HOME WITH NO WATER USE HISTORY. HOW WILL MY WASTEWATER USE BE DETERMINED?

Customers who have not established a winter quarter average will be billed based on an interim average usage of 3,000 gallons.

HOW OFTEN IS THE CITY REVIEWING THE WINTER AVERAGING?

Recalculating the winter quarter average will be completed annually.

WILL COMMERCIAL WASTEWATER RATES BE IMPACTED BY WINTER QUARTER AVERAGING?

There will be no changes in commercial wastewater rates. Winter quarter averaging is only used to calculate residential wastewater rates.