Understanding Your Water Bill

1. The top third of the bill has not been changed. This is the portion of the bill you send in with your monthly payment. Save the portion below this for your records.

2. The Bill Summary area shows the amount of your most recent payment and the amount you owe for the current billing period.

3. The Bill Detail area explains all current charges. For usage-based charges, the rate charged per 1,000 gallons of water consumption is displayed as well as the amount of water you consumed during the billing period. Depending on the services you receive, this area displays water, wastewater, stormwater, and/or sanitation charges.

4. In the Meter Readings section, your meter ID, meter read dates, water usage, and user class will be displayed. Next to your user class, your meter type is shown. Meter types can be either domestic (DOM), irrigation (IRR), fire line (FL), or cooling tower (CT). General water use at your home or business is considered domestic.

5. The Water Use History chart shows your water consumption for up to the past 13 months. This will allow you to better understand trends in your water use and more easily identify anomalies in your water usage. Below the chart, a statement will appear letting you know if you used more or less water than the same month in the previous year. If your usage has dropped, a smiling water drop graphic will show up as a reward for your conservation efforts!

6. Look at the new bill message to find messages from us! We’ll send you a new message every month, so keep your eyes peeled.