

# A Change to the Average Winter Consumption Program in 2016

Each winter you have the opportunity to lower your sewer costs by conserving water



## How can I find out the approximate period during the winter months that will determine my maximum sewer charge?

Your location in the city determines approximately when your meter is read each month. On November billing statements, a message will display on the front of your bill providing the approximate dates during which your water consumption determines the new average for the next year. During this period, conserving water will minimize your sewer charge.

## What is my average if I am a new customer and do not have the winter months' history?

Each year, we average all residential customers' consumption to establish a city average. Every residential customer who does not have a full December, January, February and March billing will receive the city average until they have the history to establish their own winter average.

## Is my water meter still read each month?

We manually read a portion of our water meters and for the remaining portion, we obtain a meter reading that is electronically transmitted.

## Why are only residential customers eligible for this program?

Residential accounts vary seasonally due to lawn sprinkling, the filling of swimming pools, and the number of people in the household.

## Wouldn't it be better to just meter my sewer?

No. It would be extremely costly to the City of Arlington as well as to our customers to meter sewer. Sewer meters are expensive to buy, expensive to maintain and are not as accurate as water meters.



Call us at 817-275-5931 and we will be glad to assist you with any questions you have about your maximum sewer charge.

You may also visit [www.ArlingtonTX.gov/water](http://www.ArlingtonTX.gov/water)

## Conservation & Making Repairs Pays Off

Outdoor watering – filling a pool – a running toilet – a leaking sprinkler system – all of these can affect your winter water usage, which increases your maximum sewer charge for the year.



# Frequently Asked Questions



## What is changing to the Average Winter Consumption Program for 2016?

Traditionally, we used water consumption shown on your December, January, February and March billings, discard the highest month and average the remaining three months to establish the maximum monthly sewer charge for April through the following March. Starting in 2016, while we will continue to use the same months to determine your average, your new average will be implemented in October 2016 and be effective through September 2017. With this change, your current maximum sewer charge will remain in effect through your September 2016 billing.

## Why do you use the winter billing months for averaging?

Traditionally, the 4 lowest water consumption months for residential customers are billed in December, January, February and March. The primary reason for this is that residential customers are not watering their lawns during this time frame, so water usage is mainly inside the house. The majority of the water used during winter months is entering the sanitary sewer.

## How can I conserve water to reduce my sewer bill?

Avoid over-watering your lawn. During the winter, a typical lawn requires only 1 to 1 ½ inches of water every three weeks. Irrigate only to make up the difference if you don't receive this much precipitation. Install a rain/freeze sensor on your irrigation system controller to avoid wasting water. Indoors, fix leaks in faucets and toilet tanks, and wash clothes and dishes using full loads. For more conservation tips, go to [www.SaveArlingtonWater.com](http://www.SaveArlingtonWater.com)

## Why do you average only 3 of the 4 winter months?

Lawn sprinkling, filling a swimming pool, or having a toilet leak can all increase a monthly bill. Being able to discard

### Average Water Calculation Example:

#### → Monthly Water Consumption:

Nov 2015 = 7 thousand gal.	Jan 2016 = 4 thousand gal.
Dec 2015 = 21 thousand gal.	Feb 2016 = 8 thousand gal.

→ Calculate: Discard the highest of the 4 months. Add the remaining months, 7+4+8 for a total of 19. Divide the 19 by 3 to get 6.3, round down to 6. The Average Winter Consumption (Sewer Maximum) for this residential account will be set at 6 thousand gallons per month for 1 year (October 2016 – September 2017).

the largest of these bills prior to averaging the 3 remaining months gives a more representative measure of water flowing into the sewer system.

## Once I have my average, does this mean I will be charged this same amount for sewer every month?

The average winter usage is a maximum sewer volume charge. For example, if your average winter usage is 6,000 gallons and you use 15,000 gallons of water in a month, you will be billed for only 6,000 gallons of sewer in that month. But if you use 5,000 gallons of water in a month, you will be billed for 5,000 gallons of sewer in that month.

## Once I have my average, will it ever change?

Your new average will be recalculated automatically each year when we average your December through March bills. It could go up, go down or stay the same from year to year. It depends on how much water you use during the winter months.

