

## **Sample Bill FAQ**

### **Why is the City sending me a sample bill?**

You have a water meter on your property. The intent is to provide water meter customers information on how water usage affects the total utility bill every month. Customers can plan for the transition to metered water rates by monitoring and/or changing water usage during the sample bill period and fixing any leaks to save money on the monthly utility bill.

### **When can I expect to receive a sample bill?**

The first sample bills were mailed out in April for March's water usage. A sample bill will be mailed separately from the utility bill 3-5 months after installation of your water meter.

### **I have received my water meter but why haven't I received a sample bill?**

Your first sample bill should arrive in 3-5 months after installation of your water meter. The time delay is getting the quarterly meter data updates from the contractor to the billing system before sending out sample bills.

### **When can I expect to transition from a flat water rate to a metered water rate?**

For water customers who have received 6 months of sample bills before November 2010, the metered water rates will go into effect November 2010. For all other water customers metered rates will go into effect after receiving 6 months of sample bills.

### **What is the base charge part of the metered rate?**

The base charge is a fixed portion of metered customers' water bills. The base charge covers the City's cost of constructing and maintaining the water system so that it is always available for your use. The water base charge applies to all users. Even if a customer doesn't use a drop of water during the billing period, the base charge will still be assessed for every service connection. Your monthly bill is the total of the base charge and the consumption portion of your water bill.

### **What should I do if I think the consumption recorded on my bill is inaccurate?**

Water meters are flow tested to meet national standards before they are installed. Meters must comply with the American Water Works Association standard C700 which prevents a meter from reading higher than one percent above the actual water usage and not less than 95 percent of the actual water used. This standard puts any errors in accuracy in favor of the customer. Furthermore, as meters age or wear it records less water than what is actually used which again favors the customer. The under recording of water usage is reduced when a meter is replaced which is on average every 10 -15 years.

Check for common leaks around your home such as silent toilet leaks, leaking faucets, and broken sprinkler heads. Small leaks can add up to larger water losses over a month long period. If you still believe the consumption is wrong call 530-406-5117, Dawn Calciano, Water Conservation Coordinator.

## Related Links

### Water Rate Information

[http://cityofwoodland.org/gov/depts/pw/water\\_rate\\_info/default.asp](http://cityofwoodland.org/gov/depts/pw/water_rate_info/default.asp)

### Water Meter Information

[http://www.cityofwoodland.org/gov/depts/pw/water\\_meter\\_project.asp](http://www.cityofwoodland.org/gov/depts/pw/water_meter_project.asp)

### Water Conservation

<http://www.cityofwoodland.org/waterconservation>

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<http://www.cityofwoodland.org/samplebill>