



PUBLIC WORKS— Did you know...?

NOVEMBER 2010

CITY OF WOODLAND eNEWSLETTER

*“Public Works-
Above,
Below, & All Around
You”*

Water Meters Change Residential Billing Cycle



At the beginning of every month, the City of Woodland mails out a flat rate utility bill to customers charging for water, sewer, storm drain, and WIPP (Wastewater Industrial Pre-treatment Program) services. Payment is due by the end of the month and covers that entire month of services. For example, a utility bill received at the beginning of October is for services during the month of October. This billing cycle is now changing for the 3,000 Phase 1 metered residential customers that have had their water meter installed and received at least 6 months of sample bills prior to November 2010. The water portion of the utility bill for these Phase 1 metered users will now be based on actual monthly water consumption.

State law requires that these Phase 1 residential accounts be on consumption based metering by the end of the year. Other water users will go through this transition once they have had 6 months of sample billing.

In November, the City will send out a letter explaining the changes to these affected customers in lieu of the regular utility bill. They will receive their first utility bill based on actual water consumption in early December. The December bill will be based upon their November water consumption. The sewer, WIPP, and storm drain charges on the utility bill will continue to be billed as a flat rate. Because of this change they will not receive a regular utility bill during the month of November and do not need to send any payment.

Sample Bills Update

To comply with state law, the City approved water rates based on actual consumption that take effect November 2010 for customers that are already metered and have received at least 6 months of sample bills. The purpose of these sample bills was to provide customers with information on how much water is used on their property, to help them understand that the water charges will change every month depending upon how much water is used, and to allow them to compare this consumption rate to the flat water rate currently charged on the utility bill. Most water users will see seasonal variations in their water bill depending on irrigation use.

The second phase of sample bills will go out to another 3,000 customers in December for November consumption and after 6 months of sample bills actual consumptions based billing will begin. This process will continue for other groups of users as meters are installed following the completion of quality control checks. The delay of sample bills to the customer from the date of meter installation is due to the delay in receiving the information from the contractor and then uploading it into the billing system.

The City hopes that customers have found the sample bills to be informative and helpful in allowing them to develop habits that promote water conservation and possibly to detect leaks on their property. For further assistance with water conservation activities and tips for saving water, please visit the City's website at www.cityofwoodland.org/waterconservation or contact the City's water conservation team at (530) 406-5117.