

## UNDERSTANDING YOUR WATER BILL

### What are Units?

We measure your water usage in Units. A unit of water is 100 Cubic feet or approximately 748 gallons of water. If your bill states you used 3 units of water, you will have used approximately 2,244 gallons of water during the billing period. ( $748 \times 3 = 2244$ ). Sewer usage is based on your water usage.

### What is the System Charge?

The system charge is commonly used by water utilities, and allows towns to cover a portion of their total fixed costs to operate and maintain the system.

### My bill has been the same amount for 3 months. How can I use the same amount of water every month?

It is very common to see the same usage amount on your bill for a consecutive number of months. This does not necessarily mean that the bill was estimated or that there is a problem with the meter. For example, your bill could state that your previous reading was 662 and your current reading is 670 showing a usage amount of 8 units. The odometer on the meter actually shows that the reading was 662.01 last month, and 670.36 this month. Your actual usage was 8.85, but the reader only registers the white dials on the meter. It is possible, over the past few months, that your usage was something like 8.35, 8.16, and 8.23 units, but you are only billed for the full units used.

### My bill went up about \$15.00 Why the increase?

A small increase in your bill is normal as your usage “catches up” See the chart below.

	Begin Actual Read	End Actual Usage	Actual Usage	Begin Read on Bill	End Read on Bill	Billed Unit
July	662.01	670.36	8.35	662	670	8
August	670.36	678.52	8.16	670	678	8
September	678.52	686.75	8.23	678	686	8
August	686.75	695.06	8.31	686	695	9
Totals			33.05			33

### Why does my bill seem high compared to my neighbors, or compared to previous bills?

All families use water differently, so it is not advised to compare usage with other households. However, if there is a substantial difference that cannot be explained such as extra people in the house, lawn watering, faucet left on etc., there is a possibility that you may have a leak. A leaking toilet tank can waste up to 200 gallons of water per day. A total of 6,000 gallons per month. If you suspect a leaky toilet at bedtime, when the toilet is not expected to be used for several hours, drop dye into the top tank. If there is any dye in the bowl in the morning you have a leak. See the section on our webpage ‘ Leak Detection.