



## Understanding Your Monthly Sewer Charges

Each year during the month of May, your sewer charge is recalculated based on your actual water usage billed during the months of January, February, and March. All customers have a water meter to determine their water consumption; however, there is no way to measure the volume of water each customer sends into the sewer system.

It is estimated that 90 percent of all water used in a single-family home during the three-month winter averaging period is directed into the sewer system, while the remaining 10 percent is used for landscaping and other outdoor purposes. In dwellings other than single-family homes, it is estimated that approximately 95% of the water is directed into the sewer system.

Changes to your sewer bill can be attributed to the difference in your winter water usage. If you are aware of high-water usage during any of these three months that may be due to a water leak or excessive outside watering, you may be eligible for a fee adjustment. To seek an adjustment, you must file a Sewer Appeal with our Customer Service Department. Forms can be found on our website or by clicking on the [Sewer Appeal Form link](#). Appeals are accepted for a period of 90 days after the May billing.

Examples of typical sewer appeals are of the following nature:

- Any leak that impacted your January, February, or March bills
- The filling of a new pool or the draining and refilling of an existing pool, which affected your January, February or March bills
- Outdoor watering during the winter months is typically associated with larger-than-normal landscaping (this type of appeal is typically valid for three (3) years)

New residents or customers who do not have a full three months' winter water usage will be assigned usage based on the average of all customers with a similar type of property. For additional questions, please call our Customer Service Office at 623-930-3190.