



## Monthly Water Meter Reading Q&A

### **What is changing?**

The City of Granite Falls has historically conducted bi-monthly water meter reading. City employees physically read your water meter every other month and bill customers for usage based on two months of water consumption. The months when your meter is not read are billed at the current base rate for water service not including excess consumption. Beginning January 15<sup>th</sup> 2020, the City will be reading water meters every month and any excess water usage for that month (over the amount allowed within the base rate) will be included in the utility billing.

### **Why is the change being made?**

Reading water meters monthly allows us to provide a higher level of service to you. Monthly reading will allow leaks to be identified quicker, minimizing excess consumption cost and potential water damage from leaks.

The Washington State Department of Health requires public water systems to maintain less than 10 percent unaccounted for water loss. Our water is supplied by Snohomish County PUD and their reading cycle is monthly, so changing our system to monthly meter reading will also help us track any potential problems with water loss in our system more efficiently.

### **What changes will I notice as a utility customer?**

Each month you will receive a utility bill as in the past, but any excess water consumption for that month will be added to the base fee each month instead of every two months. The overall base rate and consumption allowed in the rate will not change. For instance, a single family house is currently allowed 1000 cubic feet of water every two months in the base rate. The new billing will be adjusted to an allowance of 500 cubic feet per month.

### **Example of current billing:**

If you use 1200 Cubic Feet of water in January & February combined, you are currently billed \$34.00 in January (base fee only) and then your bill for February would be \$34.00 + \$6.52 for 200 cubic feet of extra consumption over the 1000 cubic feet allowed in the base fee for the two months combined.

### **Example of new billing:**

If you use 600 Cubic Feet of water in January, you will be billed \$34.00 (base fee) + \$3.26 for extra consumption for the first month.

Then if you use another 600 Cubic Feet of water in February, you will be billed \$34.00 (base fee) + \$3.26 for extra consumption for the second month.