

## SEWER WINTER AVERAGE INFORMATION

Each year the City of Victoria averages the water consumption on your January, February and March water bills to recalculate your “Sewer Winter Average” charge. Once this calculation is determined, the new charge is in effect beginning the month of April and remains in effect for one year until the next re-evaluation period.

### *Time Table to Aid Customers*

- **October:** Customers should perform a visual inspection (inside and out) of all exposed plumbing lines / fixtures for signs of leaks or water loss. Check all toilet tanks for any faulty plumbing parts. If possible, make repairs now so that water consumption due to leaks will not be included during the sewer calculation period.
- **November:** November water bill arrives informing customer the first reading of the calculation period will soon be taken. Customer should begin preparations to monitor for any water leaks and put added water conservation practices in place.
- **December:** Sewer Winter Average calculation period has begun. Customer should continue to monitor water consumption and practice beneficial water conservation. Most grasses and vegetation are now dormant; watering of grass, landscaping and house plants should be kept to a minimum (yard meter consumption does not affect sewer).
- **January:** Continue added water conservation practices, check for leaks and monitor household water consumption.
- **February:** Continue added water conservation practices, check for leaks and monitor household water consumption.
- **March:** Water bill arrives with note to customer informing them the final reading for the “New Sewer Winter Average” has been obtained, any water used now will not have an impact to the new sewer charge. Note also states any water leak repairs made during the past 90 days should be submitted to the Utility Billing Office by the end of May for a possible sewer adjustment.
- **April:** Water bill arrives with note to customer that newly recalculated Sewer Winter Average is in place for one year, water leak repair bills from previous 90 days will be accepted through May 30<sup>th</sup>. Note also states persons with recent water leak repairs should continue to conserve water. UBO will need to further monitor water usage; a decrease in consumption will be necessary to obtain a possible sewer adjustment.
- **May:** Deadline to submit a water repair document for a possible sewer adjustment is May 30<sup>th</sup>.

*The City of Victoria welcomes comments, questions or concerns relating to the information contained in this notice. Please call the Utility Billing Office @ (361)485-3400 during Business Hours: Monday through Friday 8am – 5pm.*

