Water/Sewer Bill Information

Troy Villa is responsible for all the metering in the community. Each lot has a water meter under the home which provides a cubic foot reading wired to a black surface mount meter reader on the outside of your home, mounted typically just above the skirting. It is important to remember that your sewer bill is generated based off your water reading. Troy Villa staff reads and records your homes usage at near the end of each month and this usage is billed and due with your rent statement the following month. For example, your water/sewer usage from June 1 – June 31 will be read on or before June 31 and will be due on August 1. Troy Villa staff monitors these readings and red flags any high or abnormal usage in the event you have a leak.

Higher than Normal Usage/Bill- If you notice an increase in your water/sewer bill there are several things you can do to determine if you have a leak.

- Most Common Causes – It is common for water/sewer bills to fluctuate from month to month depending on your household. Keep in mind, maybe you had company staying for a weekend, watering lawns or flower beds, time spent in the home, filling up small pools multiple times a month.
- Dye Test – You can use food coloring and put a few drops in the tank of the toilet. After a few minutes, if you see the dye in the bowl of the toilet, this can indicate your toilet is running or your seal in the tank is not properly sealing when the toilet is flushed. Make sure to inspect hoses and valves. The average increase for a leaking toilet is $100-$150 per month.
- Hot Water Tanks – Hot water tanks can rust out on the bottom and at fittings. It is important to inspect your entire tank. Even the smallest drip over the span of a month can increase your water bill by $75 - $100 per month.
- Washer Waterlines and Valves – To check your valves, turn off the valve and disconnect the hose. If you see dripping coming from the valve, this indicated your valves need to be replace. In some cases, the washer itself could have a small leak in the appliance allowing small droplets of water to enter the appliance while not in use.
- Watch Your Bill – If you notice your water/sewer bill, for example increases and continues to increase, you may want to start inspecting aspects of your home. If your bill increases for 2 months and then is less than the previous month, this likely indicates that you do not have a leak and the water was used.

Meter Accuracy

The mechanical design of water meters do not allow for adjustments of the dials or accuracy calibration of the meter. Similar to automobiles, odometers, or other mechanical devices, the meter slows down with age and eventually stops registering completely. The Utility Department has the ability to test for meter accuracy and a meter will be used until the accuracy is less than 97% accurate. The meter will not arbitrarily run faster than it was designed to run or run backwards. The mechanical parts are not capable of "speeding up" or registering a significantly higher reading than actual usage. Having a meter register 20,000 gallons of consumption when the usage was actually 4,000 gallons would be like a vehicle with a maximum speed of 100 mph suddenly being able to intermittently run at speeds of 500 mph, it isn't mechanically possible.

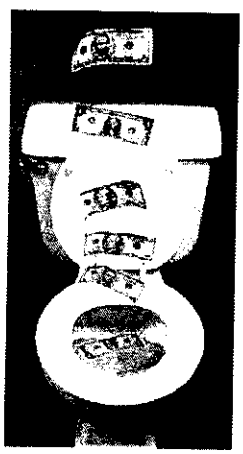
Is it possible for a meter to be read incorrectly?

Although it is very uncommon, the meter reader can incorrectly read the meter or incorrectly enter the reading in the hand-held device. For this reason, the Utility Department utilizes a monthly report through the Billing System that creates a report any suspected high or low consumption numbers. This report is reviewed, and suspected misreads are automatically scheduled to be reread. We re-read every suspected misread on a monthly basis by manually reading the meter inside the home. The radio transmitter records each gallon of usage based on an electrical impulse from the meter, but if the electronic device malfunctions, usually due to the wire being broken or the battery running out, a manual read can be taken from the dials. In any event, the reading from the manual dials is always the official reading and will be used to adjust your bill if there is a problem. For this reason any manual read will let us know if there has been any previous billing error due to reading errors.

How to Lower Your Water Bills

Every month the Utility Office is contacted by residents with high use reflected on their bill. Often residents are surprised at the volume of water used. If you feel your water consumption is higher than it should be, you should check for leaks. Leaking water produces a high water bill without your knowledge. Some leaks are sporadic and require some detective work. Other leaks are very obvious. It doesn't matter what type of leak you have, they both have solutions. **High usage is never related to a meter "reading" or "running" fast!**

The most common cause of high water usage and leaks in the home are TOILETS!



Toilet leaks often occur without audible or visual evidence. Leaking toilets can waste in up to 200 gallons of water per day and if undetected it could lead to an additional 6,000 gallons of usage over the course of a month. Pin-pointing a toilet leak is easy and usually inexpensive. Follow these procedures to locate a toilet leak:

- Wait 5-10 minutes after the last flush.
- Remove tank cover. Is the water level in the tank too high and spilling into the overflow tube? If it is you have a leak.
- While you have the tank cover off, put food coloring in the toilet tank. Wait at least 30 minutes. If the colored water appears in the bowl, you have a leak.

Leak Calculator

Leak	Leak Diameter @ 60 PSI line pressure	Gallons Per Minute (GPM)	Gallons Per Day (GPD)	Gallons Per Quarter (GPQ)	Gallons Per Year (GPY)	Leak @ $0.00535/gallon per year
1/16" hole		0.5710	822	74,000	300,111	$ 1,605.59
1/8" hole		2.2840	3,289	296,000	1,200,444	$ 6,422.38
3/16" hole		5.1389	7,400	666,000	2,701,000	$ 14,450.35
1/4" hole		9.1165	13,128	1,181,500	4,791,639	$ 25,635.27
1/2" hole		42.2917	60,900	5,481,000	22,228,500	$ 118,922.48
Dripping faucet		0.0104	15	1,350	5,475	$ 29.29
Leaking toilet		0.5000	720	64,800	262,800	$ 1,405.98
Drip irrigation		10.0000	14,400	1,296,000	5,256,000	$ 28,119.60
Watering garden for 2 hours @5GPM		0.4167	600	54,000	219,000	$ 1,171.65
Watering garden for 2 hours @10GPM		0.8333	1,200	108,000	438,000	$ 2,343.30
Unattended water hose 1 night @ 10 GPM		0.1250	180	16,200	65,700	$ 351.50
Broken water service line @ 15 GPM		15.0000	21,600	1,944,000	7,884,000	$ 42,179.40
Stuck ice maker		2.0772	2,991	269,200	1,091,756	$ 5,840.89
Stuck check valve in washing machine		8.0000	11,520	1,036,800	4,204,800	$ 22,495.68