

What Austin needs to know about wastewater averaging

Wastewater Averaging

The City of Austin calculates wastewater costs based on the amount of water used during three consecutive winter billing periods. These three periods occur between mid-November and mid-March. Since water usage during these months is generally only inside household use, it's a good measure of the volume flowing through your wastewater system. You can lower your wastewater costs for the next year by conserving water use during these billing periods.

What is a wastewater average?

The wastewater average is the basis for determining the amount you are billed for wastewater.

How will I know the dates used for my wastewater average calculation?

- Check your utility bill for information about the specific dates of your wastewater average period.
- Visit www.AustinWater.org and click on the Wastewater Averaging icon. There you will find how to determine your home's wastewater average period.
- Call Utility Customer Service at 512-494-9400.

Why does the City use a wastewater average as the basis for my wastewater bill?

Your water meter measures your monthly water use, but there is no meter on your wastewater line. Wastewater averaging provides a measure that represents the wastewater volume discharged.

Why can't everyone use the same months to calculate their wastewater average?

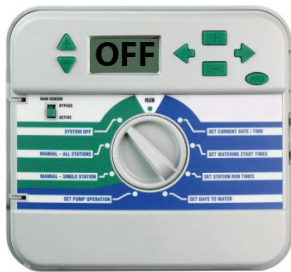
The date your meter is read determines the monthly billing periods used to calculate your wastewater average. Because of the large number of water meters in the city, only one district can be read each day. Each of the 20 districts has its distinct monthly billing cycle which is reflected by the read date on your bill.

What if I have no water usage during the averaging period?

If two or three months of the averaging period have no water use billed, the wastewater average will be set at a default wastewater average, which is 5,000 gallons for residential customers. A customer must have at least 60 consecutive billing days of water usage for a calculated wastewater average.

How can I manage my wastewater average so it best represents my actual wastewater volume?

Conserve water—here are a few tips.



Don't water the lawn during fall and winter months--turn off automatic irrigation systems.



Wash only full loads in the dishwasher and washing machine.



Take shorter showers --place a timer in the bathroom.



Fix leaky toilets and faucets.



When buying new water-using appliances and fixtures, look for the WaterSense® label.

Visit www.WaterWiseAustin.org - Your source for water conservation information and programs brought to you by Austin Water.