

EVERYTHING WATER

City of Wauwatosa

wauwatosa.net/waterbill



New Water Consumption Tracking Tool - Eye on Water

Be warned in advance of high water usage now and catch leaks just as they start. Want to learn more? We're excited to roll-out a new tool to our customers called "Eye on Water." Customers now have the ability to monitor their home or business water usage online, with hourly readings, past usage graphing, usage alerts and other features. To start monitoring your usage, you will need your ZIP code and your full account number (account – customer ID). We have instructions on our website: www.wauwatosa.net/waterbill. Here's the direct sign-up site: www.eyeonwater.com/signup.

Ways to Pay a Water Bill

- Return payment check in the enclosed envelope that comes with your bill
- Online through your bank (be sure to use your updated account customer ID)
- Use our new Citizen Self-Service online portal. With no additional separate fee, on this website you can:
 - Pay one-time via credit card
 - Sign up for automatic payments (either through checking/savings or by credit card)
 - MasterCard, Visa, and Discover only
 - Manage how you would like to receive your bills (e-mail, printed or both)
 - Manage bills and see past history
 - Maintain customer contact information
- In person, at City Hall Treasurer's Counter (7725 W North Ave) between 8 am – 4:30pm (cash, check or charge)
- The secure payment depository at City Hall across from the blue mail box, by the employee entrance

Average Household Water Uses

Toilets

- Every toilet manufactured since 1994 uses a maximum of 1.6 gallons per flush and can use around 864 gallons per quarter
- Newer more efficient models use as little as 1.28 gallons per flush and can use around 691 gallons per quarter

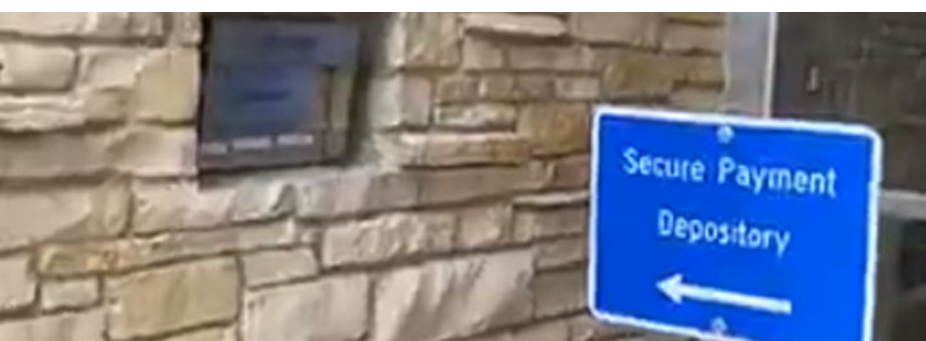
Dishwasher

- Average dishwasher uses 6 gallons per cycle and can use around 144 gallons/quarter
- New high efficiency can use 4 gallons per cycle and can use around 96 gallons/quarter

Shower

- Average shower lasts around 8.2 minutes at an average rate of 2.1 gallons per minute and can use around 1,548 gallons/quarter

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Bill Charges - 3 Major Utilities

1 Water

There are three typical categories on your bill for the availability of clean drinking water:

- **Water Usage Charge** – based on the quantity of water used; the number is determined from quarterly meter readings. Any water that passes through the meter will get charged, including water usage from a running toilet. This is why we upgraded our technology to provide the water consumption tracking tool, to avoid wasted water, and unexpected high water bills.
- **Public Fire Protection Charge** – a fixed charge based on meter size for the use of hydrants for fire protection. The charges recover the cost of water for fighting fires and the extra capacity built into the system necessary to rapidly deliver a large volume of water to a fire anywhere within the municipality's water service area. These costs includes a portion of the pumps, storage facilities, water mains, hydrants and estimated quantity of water.
- **Water Service Charge** – this is a fixed charged based on the size of the meter at the property. This charge covers our infrastructure and operational costs: water meters and readers, public service lines, portion of the pumps, storage facilities, water mains, valves, all equipment and personnel. These charges need to cover all of our operations, as we do not receive any property tax basis.

You may see a fourth water charge: Private Fire Protection charge – this is a fixed charge for unmetered connection to the water main that supplies water to private fire protection systems, such as sprinkler systems or private fire hydrants.

2 Sanitary Sewer

There are three typical categories on your bill for the disposal and treatment of wastewater:

- **Local Sewer Usage Charge** – Wauwatosa City Charge based on water usage for maintenance of the Wauwatosa sanitary sewer infrastructure
- **MMSD Sewer Usage Charge** – a pass through charge to cover the cost for wastewater treatment
- **MMSD Connection Charge** – a pass through charge for infrastructure for connection to the regional sanitary sewer system

3 Storm Water

There is only one charge for storm water, for managing water run-off: a fixed charged based on the amount of impervious area (artificial surfaces, such as pavement, driveway, and roofs) on a property for maintenance of our storm sewer system.

Other Water Uses

- **Outside hose bibbs, underground water sprinklers**
- **Average household in Wauwatosa uses 200 gallons/day which is 25 CCF's per quarter**

Useful Websites

- **What's Your Water Footprint?:** www.watercalculator.org
- **Water Use in the US:** www.usgs.org
- **How We Use Water:** www.epa.gov