

My Bill Seems Higher than Normal, What Should I Do?

The first step is to review the events of the month. Did any of the following occur during the service dates listed on your bill:

Did you have guests staying with you? Depending on the number of guests, most people use on average more than 60 gallons per day, which can really add up.

Did you or your landscaper make any adjustments to your watering schedule? A few extra minutes of watering added to your timer due to hot weather, over seeding, or new plants added, can really affect your water usage.

Did you drain and refill your pool? The average pool has about 15,000 gallons of water, and a refill will significantly alter your normal bill.

Has the level of your pool been higher than normal or remained at the cool deck level? Swimming pool auto-fill devices can malfunction causing water to continuously flow into the pool and leak between the body of the pool and cool decking. This type of leak can lose up to 40,000 gallons of water in a month's time.

Has the weather been hotter than normal? If you have a pool or outdoor landscaping, hot weather can really affect your water consumption. A standard sized pool can evaporate over 2,000 gallons of water during a typical hot Arizona month. Add some extra heat, and that water loss can climb.

Have you seen any signs of water leaks? Wet sidewalks or driveways, water running down the street, moisture on fencing or rock areas, and plants showing signs of stress are all indications of potential irrigation leaks. Depending on the size of your landscaping, up to 70% of your water use could be used outdoors. A leaking or cracked irrigation line can significantly add to your monthly use. Inside, a leaky toilet that keeps running, or a dripping faucet can really add up as well.

If you have a water softener, has it been running more than usual? Water Softener valves can malfunction and continuously divert water down the drain which could lose up to 100,000 gallons within a month.

Helpful Facts

On-Line Information: Information can be found on www.Chandleraz.gov/water including how to test for leaks, how to read your meter, watering best practices, what a water audit is and how to get a rebate for certain water conservation improvements made in or around your home.

Receive Assistance: Should you need assistance, please email (utilitybilling@chandleraz.gov) or call (480-782-2280) the City Utility Billing Customer Service office to review consumption and troubleshoot your bill. If after talking to Customer Service and contemplating things that may have affected your water use and you are still puzzled, a free home water audit is available to you by contacting the City Water Conservation office via email (conserve@chandleraz.gov) or phone (480-782-3583).

Information on Water Meters: Over time, water meters age and metering technology changes. The City has been upgrading water meters to ensure actual consumption continues to be reported. Meters being replaced today have the ability to run usage data reports to provide more information to troubleshoot increased water use. City staff can run the meter report which shows water use patterns on your property, and if water usage is registering continually.

How Water Meter Consumption is Billed: It is important to understand that water consumption billing is charged by each 1,000 gallons used and the system does not round. For example, your household could have used 7,901 gallons, but your bill will reflect 7,000 gallons charged. The next month your household could have used 9,001 gallons, and your bill would reflect 9,000 gallons. Although there is only a 1,100 actual gallon difference, the bill will reflect a 2,000 gallon swing. This is common in the industry.