

## Understanding your monthly sewer charges

Each year during the month of May, your sewer charge is recalculated based on your actual water usage billed during the winter months of January, February and March. All customers have a water meter to determine water consumption, however there is no way to measure how many gallons each customer sends into the sewer system.

It is estimated that 90 percent of all water used in a single-family home during the three month winter averaging period goes into the sewer system and that the remaining 10 percent is used for drinking, cooking, landscaping, and other outside uses. In dwellings other than single-family homes, it is estimated that 95% of the water goes into the sewer system.

Wastewater collection and treatment services cost millions of dollars annually. Changes on your sewer bill can be attributed to the difference between your 2010 and 2011 winter water use average. An appeal can be made on the basis that a higher than normal amount of water was used due to outdoor watering and/or a leak during the average period.

Appeal requests are accepted within 60 days of the May billing. Sewer appeals will not be accepted after July 31 of the current year. New accounts established during the average period will not have a full three-month winter average; therefore sewer charges for those accounts will be based on a typical average for similar property types.

Sewer appeal forms can be downloaded by going to the city of Glendale's website, under the 'finance and forms' tab. Customers can also complete the attached form by clicking the link below:

<http://www.glendaleaz.com/utilities/documents/SewerAppealForm.pdf>

The form can also be requested by contacting the Customer Relations Office at 623-930-3190, Monday through Friday, between the hours of 7 a.m. and 5:30 p.m. Completed forms can be mailed to: City of Glendale, 5850 W. Glendale Ave., Glendale, AZ, 85301.