
CITY WIDE RESIDENTIAL WATER USAGE



ITEMS TO BE DISCUSSED

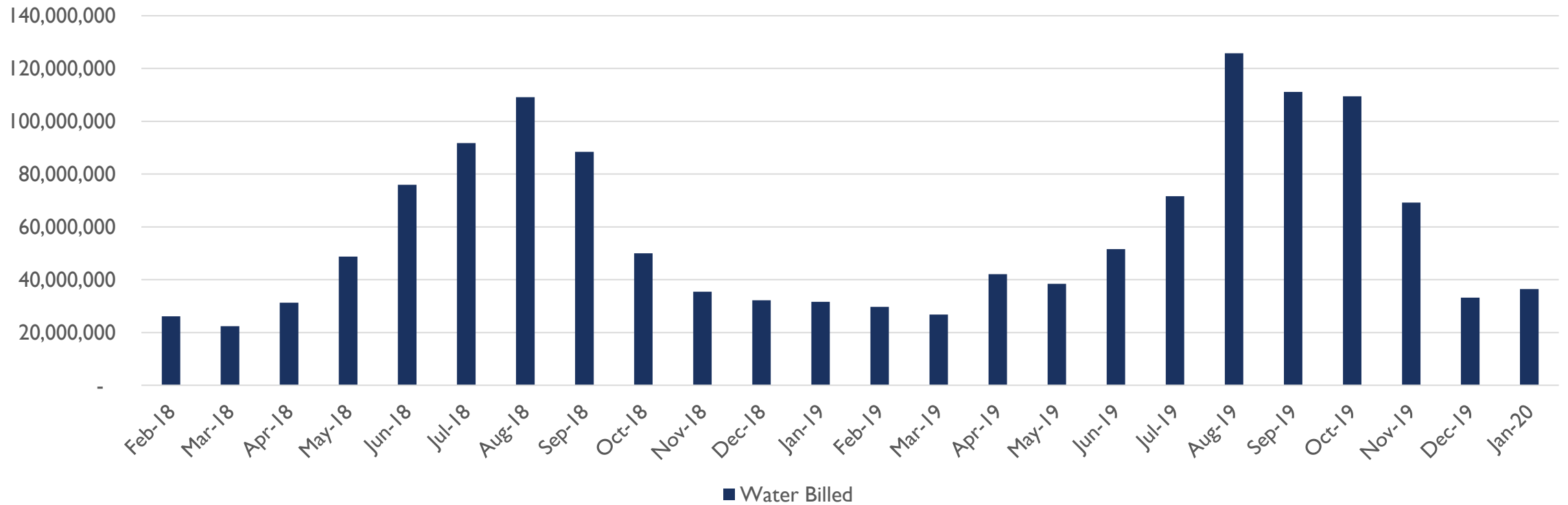
- CITY TRENDS
- PROCESS VALIDATION
- CUSTOMER SERVICE
- EDUCATING THE PUBLIC



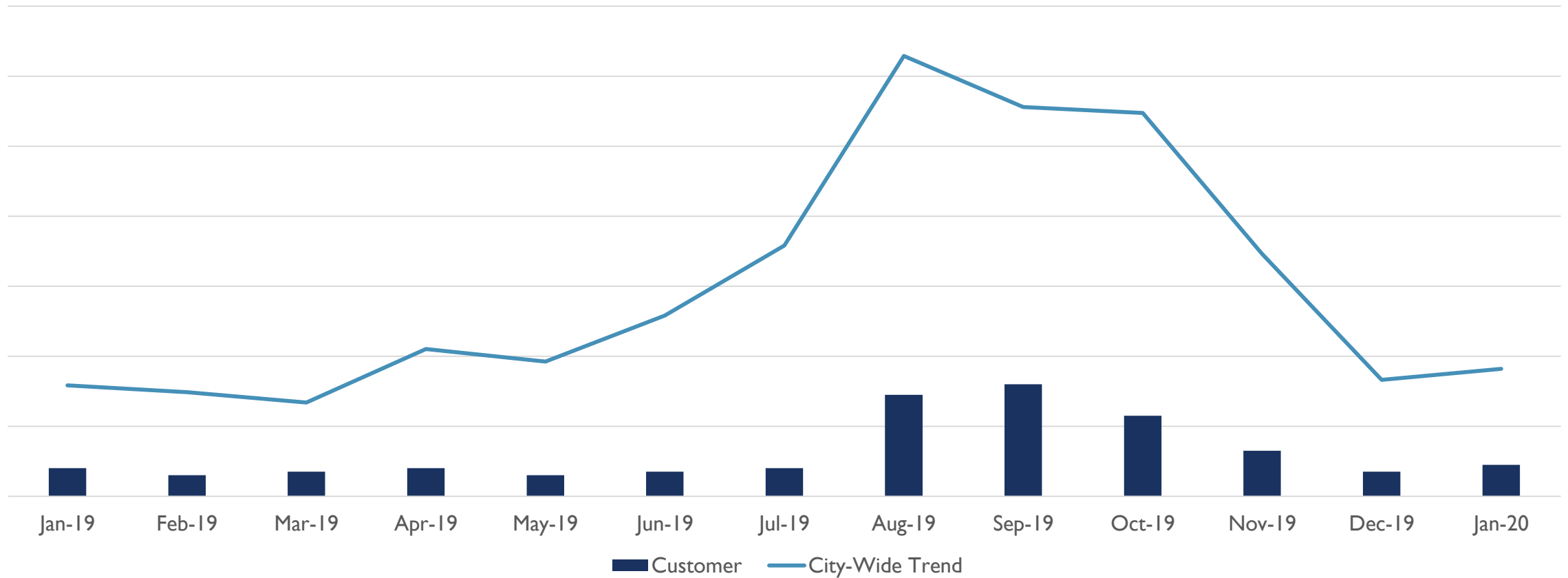
CITY TRENDS



CITY WIDE CONSUMPTION TRENDS



GRAPH ON UTILITY BILL COMPARED TO CITY-WIDE TREND





PROCESS VALIDATION



METER READING TO UTILITY BILL



PROCESS VALIDATION

- **Meters:** The City selected approximately 10% (121 meters) of the electronic read water meters to compare the volume of water by reading the meter electronically versus volume of water by reading the same meter manually. The meters were read on two occasions. There was no difference between the readings.
- **Data:** The same meters were electronically read and downloaded into the Harmony software. The readings in Harmony were the same as the meter reading.
- **Billing:** The data within the Harmony software was downloaded into the Incode software. The reading in Incode was the same as the meter reading. The Incode software then creates an invoice based on the reading.

METER VERIFICATION

HOME	MANUAL READ 1 (1000 GAL.)	ELECTRONIC READ 1 (1000 GAL.)	DIFFERENCE	MANUAL READ 2 (1000 GAL.)	ELECTRONIC READ 2 (1000 GAL.)	DIFFERENCE
A	311	311	0	314	314	0
B	12	12	0	13	13	0
C	385	385	0	391	391	0
D	259	259	0	272	272	0
E	1271	1271	0	1274	1274	0

DATA VERIFICATION

HOME	METER READING (1000 GALLONS)	HARMONY (1000 GALLONS)	INCODE (1000 GALLONS)
A	312	312	312
B	13	13	13
C	389	389	389
D	268	268	268
E	1272	1272	1272



CUSTOMER SERVICE



CUSTOMER SERVICE

After Meters Are Read But Before Bills Are Generated:

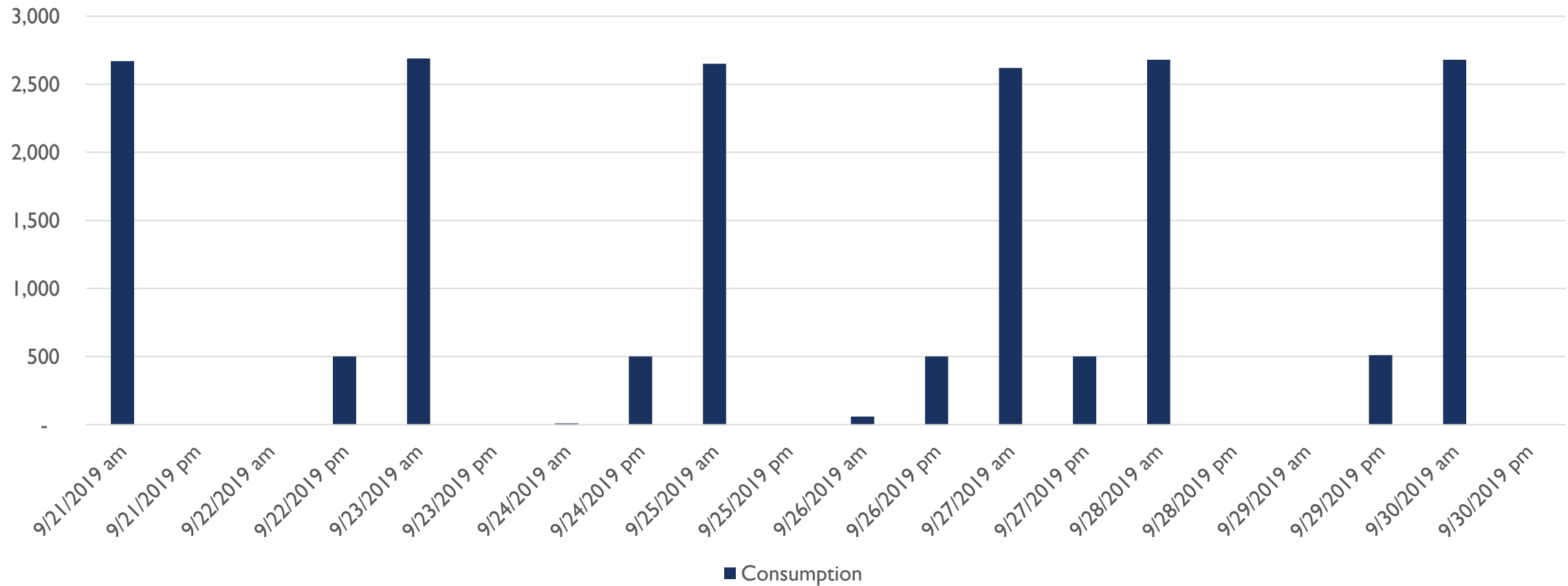
- Consumption greater than 100,000 gallons - a service order is generated for a leak check and re-read. If the read is correct but the meter indicates there is a leak the customer is notified immediately.
- Abnormal consumption - a service order for a leak check and a re-read is generated.

CUSTOMER SERVICE

Customer Calls Regarding High Bill:

- Check for situations that could cause higher consumption - Are you establishing sod; is there water standing; how often do you irrigate; have you filled a pool....
- No obvious reason for high consumption - customer service will request a leak check. If there is no leak we explain to the customer that the water passed through their meter and the bill is based on that usage. We encourage the customer to read their meter regularly to help monitor consumption and we email them instructions for reading their meter.
- If the customer has an electronic meter we can generate a data log to show when the water was used. Spikes in the data generally indicate irrigation.

DATA LOG FROM ELECTRONIC METER (12 HOUR INCREMENTS)





EDUCATING THE PUBLIC



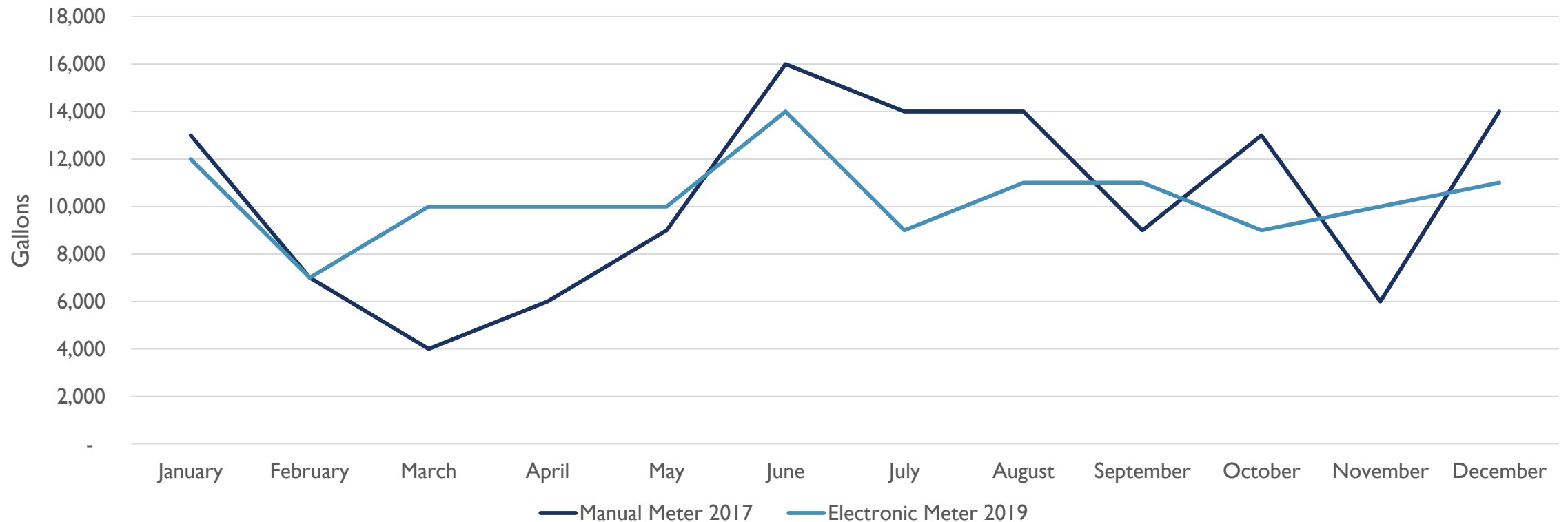
HOW ARE WATER RATES SET?

- The City of Heath, provided through the City of Rockwall, gets water from the North Texas Municipal Water District (NTMWD). NTMWD is responsible for setting the rates charged to their customers. Rates are calculated annually and are based on the projected cost of providing the service. Water rates are set per 1000 gallons. As our provider, the City of Rockwall charges Heath an administrative fee of 10 cents per 1000 gallons in addition to the NTMWD's rate. Along with the cost of water, the rates include the cost for maintenance and improvements to the City's water system.
- The City's fee schedule is adopted annually and can be found at heathtx.com. The rates are structured to promote water conservation.
- A consultant for the City is currently performing a detailed rate study to adjust water and wastewater rates, if necessary.

HOW IS THE CUSTOMER'S BILL DETERMINED?

- Each customer's bill is based on actual consumption.
- The City of Heath bills water per 1000 gallons. The residential base water rate includes 2000 gallons. The base rates vary depending on the size of the meter.
- Water consumption above the 2000 gallon base rate is billed at a tiered water rate in order to promote water conservation. *Example: Your bill indicates 6000 gallons, the charge for 2000 gallons is included in the base rate, and the additional 4000 gallons will be billed based on the current year's fee schedule.*

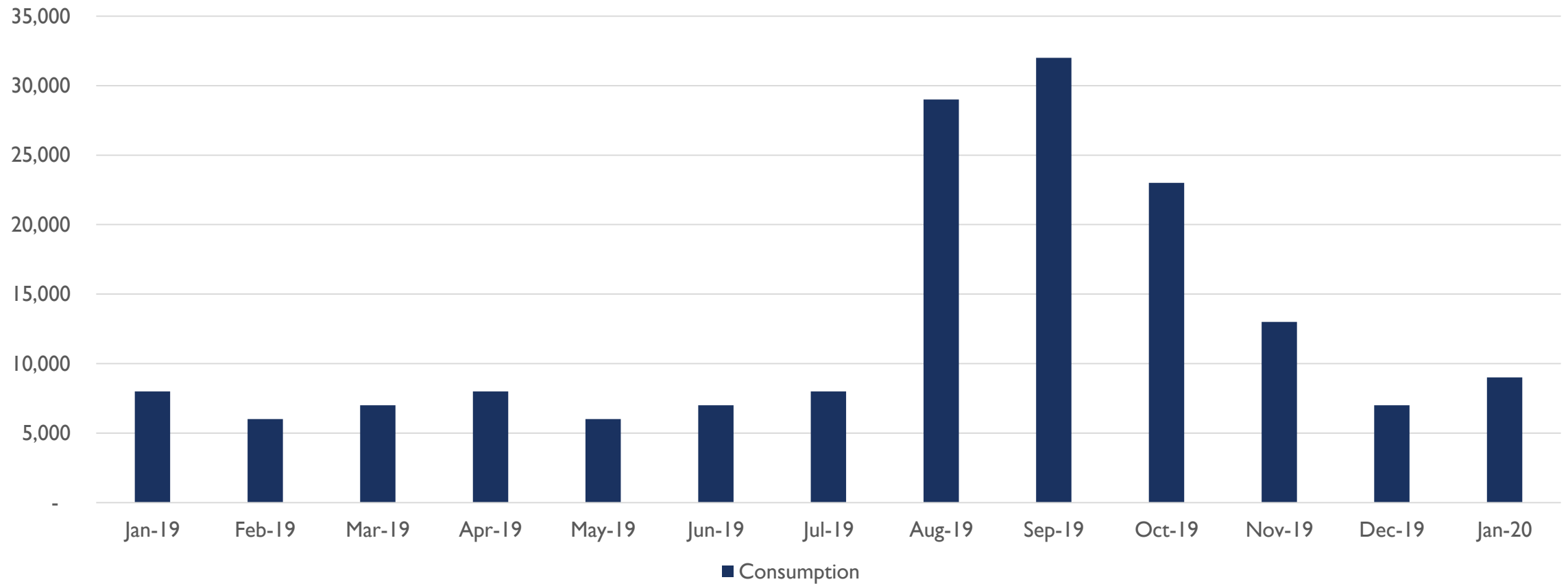
COMPARISON OF MANUAL METER TO ELECTRONIC METER



WHAT DOES THE GRAPH ON MY BILL ILLUSTRATE?

- The graph on your bill is specific to your history at the service address and shows water used in units on the left Y-axis and the prior 13 months on the X-axis.
- The graph illustrates seasonal consumption for 13 months and is intended to show the customer trends in their water usage.

GRAPH ON UTILITY BILL



CAUSES OF INCREASED WATER USE

- Size of lot
- Irrigation in summer months
- Amount of landscaping
- Holidays

WHY ARE RATES HIGHER OR LOWER IN OTHER COMMUNITIES?

- In a community with a large population, such as Plano, the cost of providing water is distributed over a greater number of customers, allowing for lower per-customer rates. In a low-density community, such as Heath, a smaller number of customers share the cost, creating the need for higher per-customer rates.

HOW TO READ YOUR METER

- All customers within the City have their actual water use measured by a meter.
- To read a typical City water meter, simply read across the numbers in the box.
- For example, if the meter dial has the numbers below, the amount is 1,234,560 gallons.

1	2	3	4	5	6	0
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