



# Understanding Water Billing

## How is water use measured?

Residential and Commercial water bills are calculated based on consumption. This consumption is read by your water meter which is located on the main supply line for your property or building. As water flows through the meter it is measured in gallons. Most meters in Westfield as of this date have been upgraded to Sensus iPerl meters which transmit the read data remotely to the Water Department, some older meters still require manual reading.

## How to read your water meter:

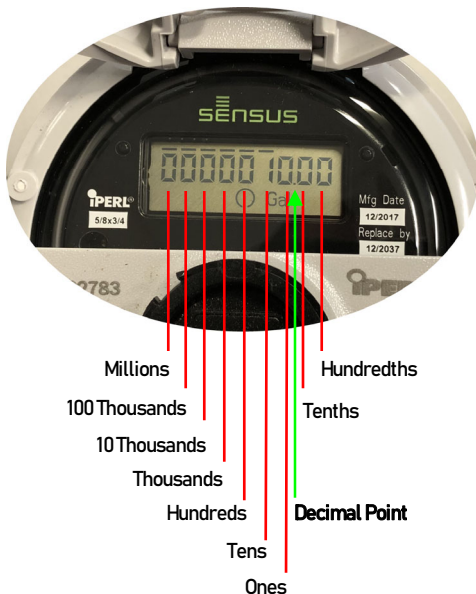
First, you'll need to access the meter. In many situations the meter is located in the basement. In cases where there is no basement or the basement was not suitable for meter installation the meter may be installed in a pit in the ground outside the building.

Once you've located the meter, flip open the top of the meter to access the digital reading (analog on older meters).



Example Sensus iPerl Meter

Example Meter Register: This meter has the ability to read up to 9,999,999.99 Gallons



Meter Shown Reading 109,414.22 Gallons

## Use your meter to determine if you have a leak:

You can use the reading on your meter to find out if you have a leak on the property, or something that's consuming water by following these steps:

- First, shut off all fixtures in the house, including any irrigation and ensure no one is using any water for at least 5 minutes.
- Then, view the last 2 digits on your water meter's register (Tenths and Hundredths of a gallon) if these digits are increasing, water is flowing through the meter and a leak should be investigated. A plumber may be of assistance.

## How The City calculates your bill:

Bills are calculated quarterly based on water consumption (in Gallons) rounded down to the nearest 10 gallons then multiplied by the predetermined “per 1,000 gallon rate”. This can be verified by reading your own meter if you so choose.

An example of a quarterly reading may look like:

Meter Reading on January 1 -

0109414.22

Meter Reading on March 31 -

0154628.35

The difference between the two readings is 45,214.13 Gallons.  
The bill would be calculated based on 45,210 Gallons used.  
45.21 is multiplied by the current water rate and applied to the bill.

## Common causes for high water consumption:

- **Toilets:** The most common cause of high consumption is a running toilet. Even a leak that you cannot hear could be using up to 22,500 gallons of water every bill cycle (about \$100 added to your bill)
- **Irrigation Systems:** Running a single sprinkler on a garden hose for one hour uses over 1,000 gallons of water. If you water 3 times per week you're using over 36,000 gallons of water to your usage each bill cycle. (Over \$150 added to your bill)
- **Leaking Faucets or Hoses:** One drip per second from a faucet can waste more than 2,000 gallons per year.



## Questions or Concerns?

The Water Department is here to help. Please feel free to contact us if you have any questions or concerns about your meter or bill.

Westfield Water Department

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