

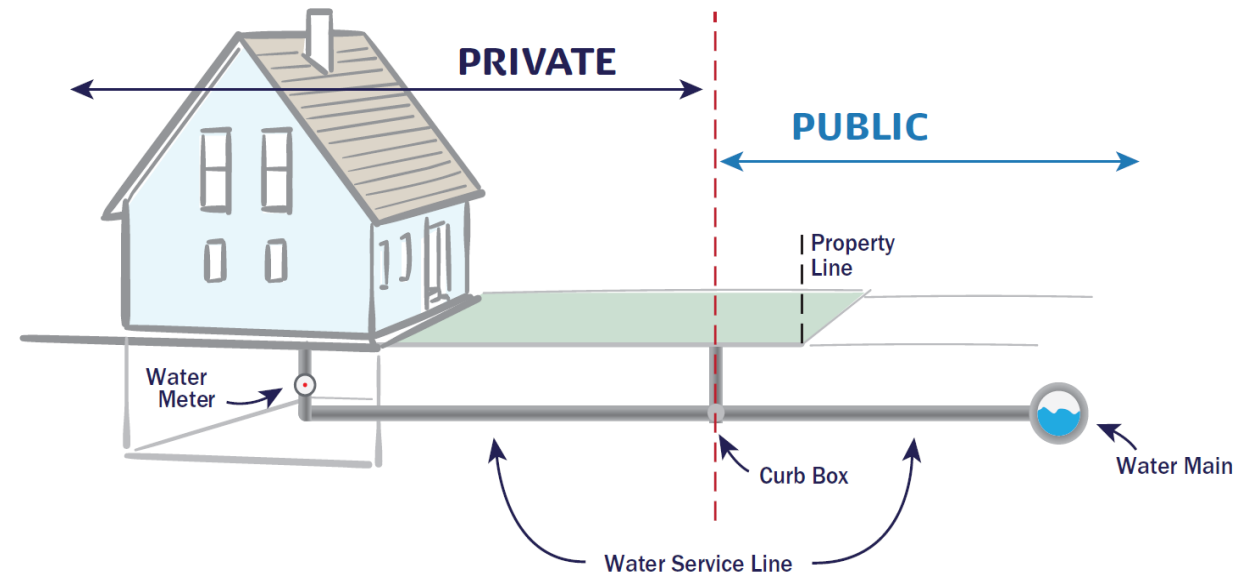
Pontiac Water Affordability Coalition

April 20, 2021



Water Affordability Has Three Basic Components

- The cost to maintain, repair, and improve infrastructure
- The cost of purchasing and transporting clean water through infrastructure to Pontiac residents
- Individual water use



Individual Conservation Efforts

- Customer education is important for effective water use
 - Understanding how water is measured
 - Understanding how water is billed
 - Discovering ways to monitor and reduce use
- Individual water use can make a big difference in monthly water bills
 - A faucet dripping at one drip per second can waste more than 3,000 gallons per year
 - Many leaks can be much more severe

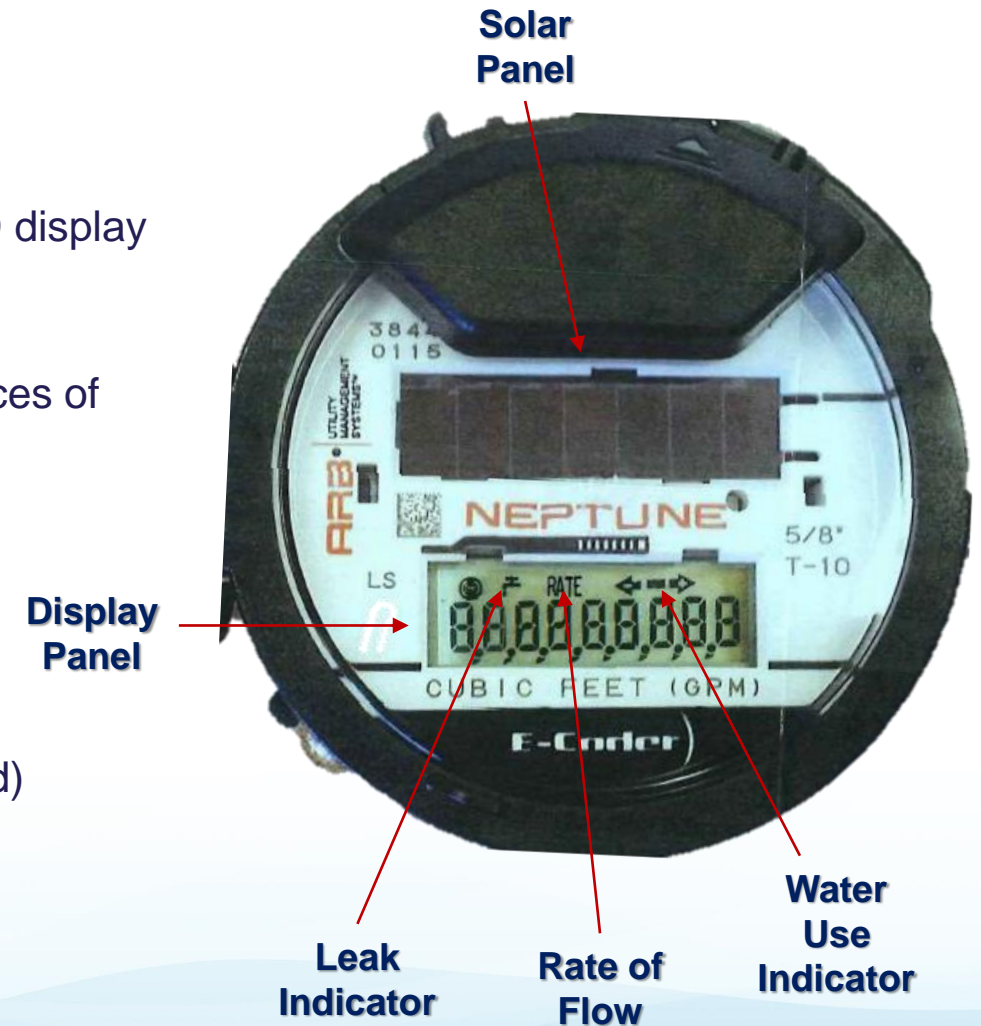


Understanding The Water Meter and Water Usage



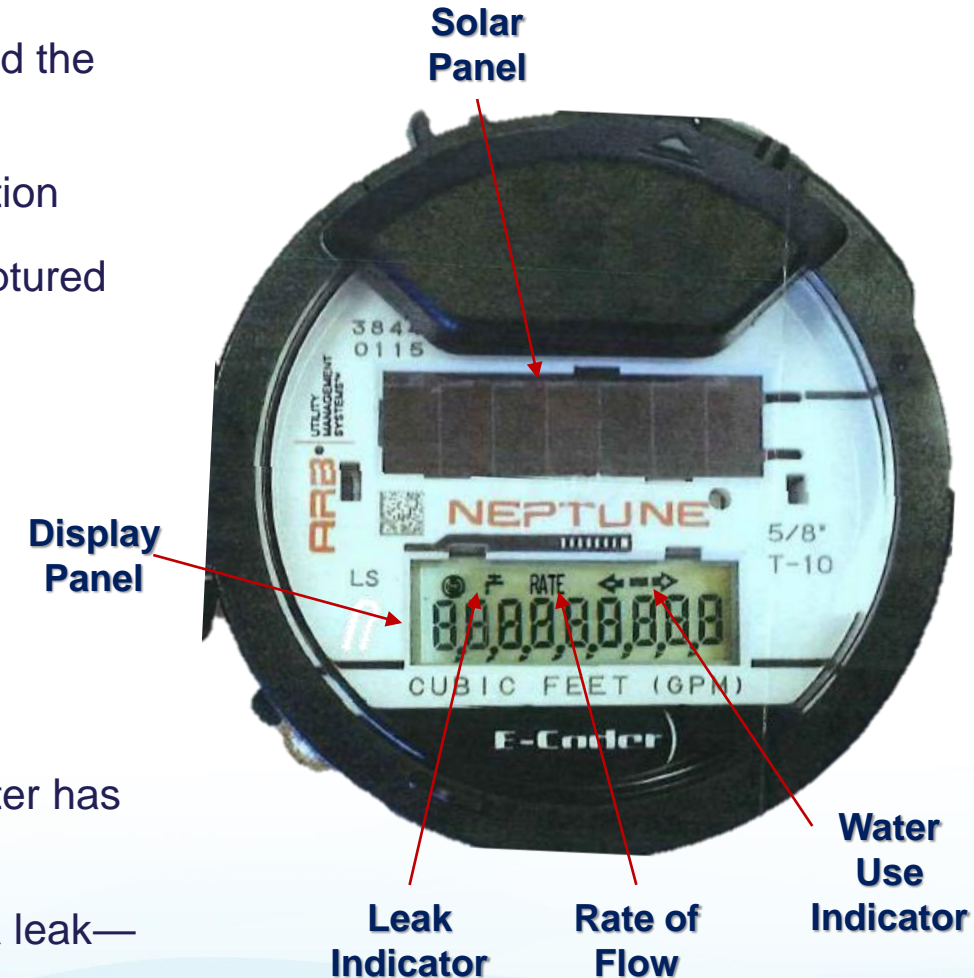
Water Meters 101

- In Pontiac, WRC has installed Neptune digital meters
- Most homes now have 5/8" or 1" meters as shown here
- Pointing (and holding) a flashlight at the solar panel activates the LCD display
- The LCD display has an informational panel that shows important pieces of information including:
 - Current read
 - Leak detection
 - Flow rate
 - Water use indicator (the arrow appears when water is being used)
- These are tools that customers can use to monitor water use



Water Meters 101

- Numbers on the display will alternate between the current meter read and the Rate of Flow
 - The meter read is a cumulative total of all water used since installation
 - The meter measures in cubic feet and a snapshot of the read is captured monthly for billing
 - It is the first four digits from left to right
 - The Rate of Flow is the average flow rate (gallons per minute) displayed every 12 seconds
- The Leak Indicator is the faucet image
 - If no faucet image is shown, there is *currently* no leak
 - A flashing faucet image could be a sign of an intermittent leak—water has been used for at least 12 hours in the last 24 hours
 - A constant faucet image indicates a strong possibility that there is a leak—water has been used every hour in the last 24 hours

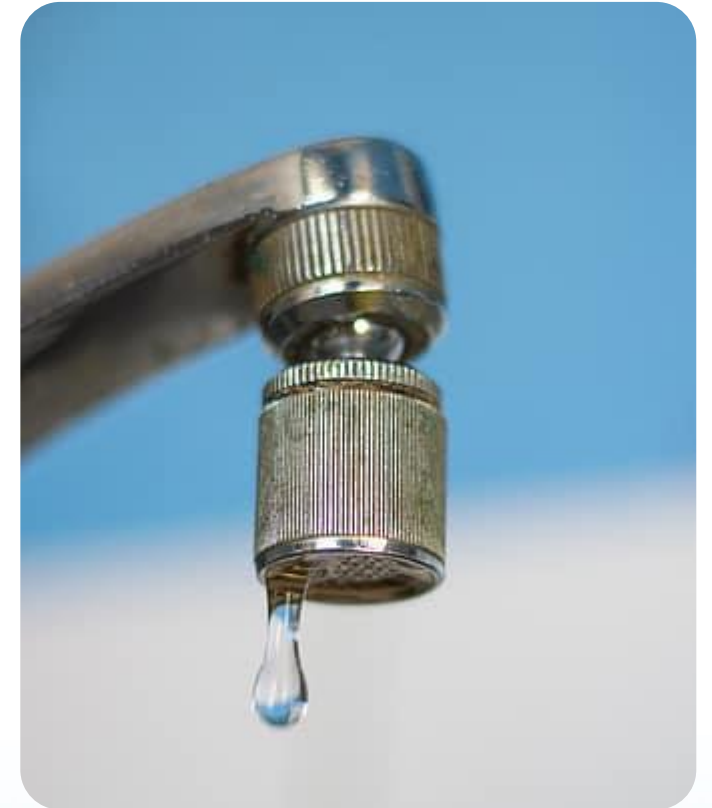


Is There a Leak?

- Monitor the meter
 - Over a period when there is no expected use, ensure all water sources are off (sinks, washers, outside hoses, etc.) and toilets are not flushed. Note the meter read using all the digits on the LCD display.
 - After a few hours, check the meter again. If no water was used but the meter shows usage, there may be a leak.
 - Note that some humidifiers may use a small amount of water impacting the reading.
- Test the toilet
 - Toilet leaks are very common and in many instances they are silent.
 - To confirm a toilet leak, drop liquid food coloring or colored drink mix in the toilet tank.
 - If the color bleeds into the bowl within 15-20 minutes, without flushing, there is a leak.
 - The most common cause is an easy to replace flapper.

Additional Ways To Identify Common Leaks

- Inside the home
 - Dripping sink, shower, and tub faucets
 - Water on floor in basement utility rooms, near water tanks, laundry tubs, and humidifiers
- Outside
 - Hose spigots left on or not winterized
 - Wet spots in the yard due to underground irrigation problems



Repairing Leaks

- Awareness and easy maintenance can save customers money
 - Self-installed toilet flappers
 - Replacing washers and gaskets on indoor and outdoor faucets
- Some repairs may have a greater cost, but there are ways to curb future use
 - If you are replacing a faucet or a showerhead, look for one that has earned the WaterSense label
 - Contact OLHSA to qualify for WRAP, which can assist with minor plumbing repairs
- Visit the EPA website for more information on leaks: www3.epa.gov/watersense/pubs/fixleak.html

Understanding The Water Bill



How Bills Are Created

- Each month, data from meters is collected and reads are entered into the billing system
- The system calculates the volume of water used since the last read and calculates the bill based on the rate structure
- Helpful and important information is located on both sides of the bill, including
 - Information on leaks
 - How to read the meter

Water Bill Example – Calculating Water Volume

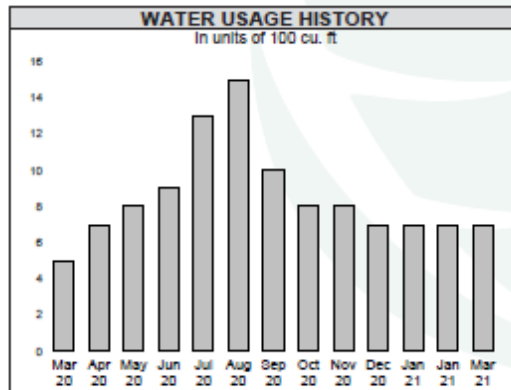
Meter Number	Read Dates		Billing Days	Meter Readings		Code	Multiplier	Usage	Units
	Previous	Present		Previous	Present				
0036536696	01/30/2021	03/01/2021	30	0322	0329	MR	1	7	100 CU.FT.

1

2

3

4



PREVIOUS BALANCE	02/05/2021	184.06
PAYMENT	02/11/2021	-184.06
BALANCE FORWARD		0.00
<hr/>		
WATER USAGE CHARGE		22.51
WATER FIXED CHARGE		19.80
SEWER USAGE CHARGE		26.88
SEWER FIXED CHARGE		22.84
<hr/>		
CURRENT CHARGES		\$ 92.03
<hr/>		
TOTAL AMOUNT DUE		\$ 92.03

Account Type		Bill Date
PONTIAC		03/05/2021
Amount Due	Due Date	Late Payment
\$92.03	04/01/2021	\$101.23



Jim Nash

For Billing Inquiries: (248) 858-1110
Pay Bills Online at: www.oak.gov.com/water
Pay in person at: 2636 Dixie Hwy., Waterford, MI

Messages

- Meter Readings:** This is where the first four digits reading left to right on your meter appear.
- Code:** Explained on the reverse side of the bill.
 - MR = Actual meter read
 - ME or CE = The use was estimated because your meter could not be read
- Usage:** This is the difference between the monthly meter readings for the read dates shown.
- Units:** Meters measure in hundreds of cubic feet.

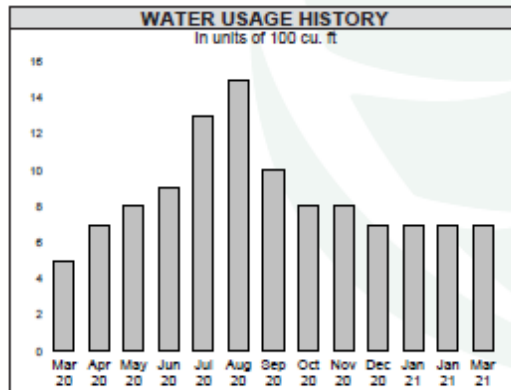
On this example bill, the customer used 7 units of water which is 700 cubic feet. For perspective, translated to gallons, the amount used is:

$$700 \text{ cu ft.} \times 7.481(\text{gallons/cu ft.}) = 5,236 \text{ gallons}$$



Example Water Bill – Applying Volume to Rates

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WATER RESOURCES COMMISSIONER
Jim Nash

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Messages

Water Usage Charge: This is where the volume calculated above is applied to the rates. This amount varies with monthly use and covers the cost of water.

Water Fixed Charge: These are the charges to cover system maintenance and operations. This charge is for all customers who have water service on at the street.

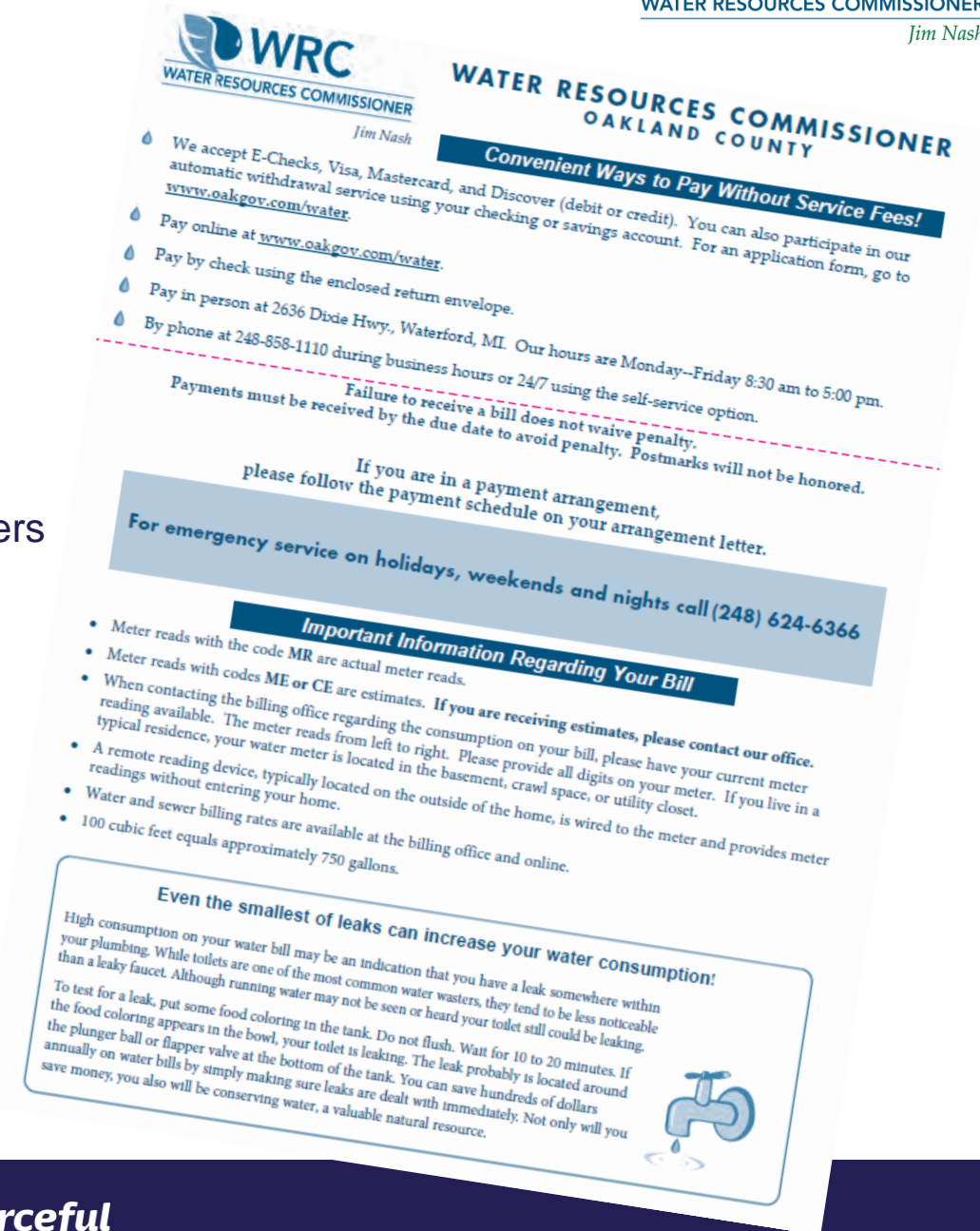
Sewer Usage Charge: This is based on the volume of water used as applied to the sewer rates. This amount varies with use and covers the cost of treating wastewater.

Sewer Fixed Charge: these are the charge to cover system maintenance and operations. This charge is for all customers who have water service.

Example Water Bill - Reverse

The reverse side of the bill provides customers with:

- How to pay bills
- Emergency information
- How to read the bill
- Impacts of leaks and toilet leak detection
- Customer service representatives are available to walk customers through their bills and answer questions



Questions / Open Discussion



Next Meeting

- Topic: Water and Sewer Rates
 - What makes up my rate?
 - How do you calculate the rate?
 - Current Pontiac Rates
 - Why is my bill so high?
- Meeting: May 18th, 2021 at 10 a.m.
 - Going forward, we are working to setup a reoccurring meeting to be on the third Tuesday of every month at 10 a.m.

Thank you!

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