

## How to Read your E-Bill

The information below is specifically related to Single Family Residential Services with Water Meters: ¾" and 1". While the explanations of the fields remain the same, contact the District for a breakdown of water usage allowances and tiers for businesses and larger meters.

This explanation is for electronic bills received via email. Please see "How to Read Your Paper Bill" if you receive your bill in the mail.

### Account Information Header:

Account: NTPUD Account Number

Service Address: Address of Service

Service Period: Billing period for base service. Customers are charged for Water Base Rate, Sewer Fee, System Replacement Fees and Fed/State Mandate Fee in the current month. Water consumption/overage for the prior month is reflected on this bill after meters have been read. See below for Reading Date and Consumption billing explanation.

Billing Date: Date Bill was produced

Due Date: Date Payment is due

### Meter Reading Header:

Serial: Serial Number of your meter

Previous Reading: Date and Reading of last meter reading. The meter reading is in thousands of gallons.

Current Reading: Date and Reading of the current month's meter reading. The meter reading is in thousands of gallons.

Cons: Consumption in thousands of gallons. This is the difference in the current vs. previous readings.

Customers are allowed 200 gallons a day as part of the base rate. Figure the allowance for the current month by calculating the number of days in between the Previous Reading Date and Current Reading Date.

### Current Charges:

WATER: Ignore

WATER: Single Family Base – Main: Monthly base rate. 200 gallons per day allowed in each meter reading cycle. This base usage covers annual operations of bringing safe drinking water to each property. "Main" indicates you are in the Main water system.

WATER: Single Family Base – \$: Monthly base rate. 200 gallons per day allowed in each meter reading cycle. This base usage covers annual operations of bringing safe drinking water to each property. "\$" indicates you are in the Dollar Cover water system.

WATER: SFamily Metered - Carnel: These are metered charges/excessive use and include all overage beyond the 200 gallons per day base rate. All consumption over the allowed base rate is included in this charge. See the Notes section at the end of this document for a breakdown of the Tiers. "Carnel" indicates you are in the Carnelian Bay water system.

WATER: SFamily Metered – Main Consumption: These are metered charges/excessive use and include all overage over the 200 gallons per day base rate. All consumption over the allowed base rate is included in this charge. “Main” indicates you are in the Main water system.

Single Family Base - \$: Monthly base rate. 200 gallons per day allowed in each meter reading cycle. This base usage covers annual operations of bringing safe drinking water to each property. “\$” indicates you are in the Dollar Cover water system.

Single Family Base - Crnl: Monthly base rate. 200 gallons per day allowed in each meter reading cycle. This base usage covers annual operations of bringing safe drinking water to each property. “Crnl” indicates you are in the Carnelian Bay water system.

SEWER: Residential Living U: Monthly Sewer Service Fee/Base Rate.

SYS REPLACEMENT FEE: Sewer System Replacement Fee: Fees collected on this line item are for sewer capital replacement projects only. \$8.15/month

SYS REPLACEMENT FEE: Water System Replacement Fee: Fees collected on this line item are for water capital replacement projects only. \$21.84/month

FED/ST MANDATE FEE: Federal/State Mandate Fee-Sewer: Covers mandated Federal and State regulations. \$1.41/month

FED/ST MANDATE FEE: Federal/State Mandate Fee-Water: Covers mandated Federal and State regulations. \$1.41/month

**Notes:**

**Tier Breakdown**

The tier breakdown below is only for ¾” and 5/8” Single Family Residential Meters

Tier 1: Allowed Monthly Gallons – 40,500 gallons, \$3.06 per 1000 gallons.

Tier 2: 40,501 gallons and up, \$5.24 per 1000 gallons

**How to determine the gallons in each Excessive Use Tier**

Figure out how many days are in the current Meter Reading Period (Not Service Period) and multiply that number by 200 and then subtract from the Consumption in your Meter Reading. Any amount up to 40,500 gallons is in Tier 1 and over that is Tier 2.

**Cluster Meters:**

A cluster water meter is a meter that serves more than one residential living unit. Cluster meters are most commonly found on condominiums; however they may also serve other properties such as timeshare units.

The District’s policy with these services is to allow use for each cluster meter at the daily allowable rate (200 gallons per day) times the number of units being served by that meter, e.g. 6 units is 1,200 meter gallons per day. At this combined daily allowable rate, it is unusual for the units to incur additional metered water charges. If they do incur additional charges, it is usually indicative of a plumbing problem in one or more of the units.

The District's Ordinances establishing billing procedures for cluster meters require that all units connected to the shared cluster meter be charged equally for water use above the total daily allowable rate for all units. With use of a cluster meter, the District does not have the ability to isolate additional water usage to an individual unit.

If an overage in use occurs and the property's maintenance department can attribute the use to a specific unit, the District will apply the water use charges to that unit. However, if the District is unable to determine which unit caused the overage in use, charges for the water use will be equally apportioned and charged to each unit.

The presence or use of individual shut off valves on a unit or units served by a cluster meter cannot be used to alter the equal apportionment of water use between all units served by that meter.