

Wastewater Winter Quarter Averaging FAQ's



WHAT IS WASTEWATER WINTER QUARTER AVERAGING?

Wastewater winter quarter averaging is a method of calculating wastewater charges based on the average amount of water used at your residence during 3 consecutive billing cycles over the winter months.

WHAT PERIOD WILL BE USED TO DETERMINE MY WASTEWATER WINTER QUARTER AVERAGE AND WHY?

December, January and February are the months used to determine your wastewater winter quarter average. Winter water usage is used in the wastewater bill calculation because it is generally reflective of the amount of water that goes directly into the wastewater system from your household. Summer usage includes higher volumes due to outdoor watering, washing your car, or filling a swimming pool that will soak up in your yards soil or drain down the road.

HOW IS MY WASTEWATER QUARTER AVERAGE CALCULATED?

Your residential wastewater winter quarter charge is determined by taking your average household water use during 3 consecutive billing cycles for December, January, and February.

HOW CAN I LOWER MY WASTEWATER BILL?

Conserving water during the wastewater averaging period may lower the volume of wastewater you will be billed for each month till the next winter quarterly average calculation.

WHY DO I PAY FOR WASTEWATER IF I DON'T HAVE A SEPARATE METER?

Water and wastewater are separate services. Gallons of wastewater from your home's sewer pipes are transferred out to our lift stations every day and pumped into the District treatment facilities. Your sewer charges cover the maintenance, operation, and upkeep required to sustain our wastewater infrastructure throughout the service area of the District.

WHY DO I PAY MORE FOR WASTEWATER?

After the water you use goes down the drain, or is flushed, it must be treated before being released back into the environment. The cost of providing wastewater services is higher than the cost of providing water services.

Turn off your irrigation system during the winter months and save money all year.



I AM A RESIDENTIAL WATER/ WASTEWATER CUSTOMER. HOW IS MY WASTEWATER AVERAGE CALCULATED IF I HAVE ONE OR MORE MONTHS OF ZERO CONSUMPTION DURING THE PERIOD USED TO DETERMINE THE WASTEWATER AVERAGING?

There is a minimum wastewater charge for winter quarter averages of 0 - 2000 gallons. Even if your winter quarter average was less than 2000, you would still pay the base fee wastewater charge.

WHEN DOES MY NEW WASTEWATER AVERAGE GO INTO EFFECT?

Each year the new calculated wastewater quarterly average will replace the current rate and be effective on the April 30th Utility Bill.

I RECENTLY MOVED TO A NEWLY BUILT HOME WITH NO WATER USE HISTORY. HOW WILL MY WASTEWATER USE BE DETERMINED?

Customers who have not established a winter quarter average will be billed based on an interim average usage of 7,000 gallons till the following wastewater winter average can be calculated.

HOW OFTEN IS THE DISTRICT REVIEWING THE WINTER AVERAGING?

Winter averaging is completed annually, and any changes will be reflected by the April 30th bill of that year.

WHAT IF I HAVE TO FILL A POOL OR EXPERIENCE A MAJOR LEAK DURING THE WINTER AVERAGING MONTHS?

Please notify us in writing if you will be filling a pool or experience a major leak during the months of December, January, and February. Customers must complete a Leak Adjustment Request Form which includes documentation of repairs to leaks (including receipts). Customer forms can be found on our website at TCMUD.org

I HAVE QUESTIONS, WHO SHOULD I CALL? Call us at 682-831-4600 and staff will be happy to assist you!