Water Bill Looking Too High?

Usually it is not too hard to find out what has caused a sudden spike in your water bill. Once you find a problem, you'll probably know how to make corrections, or when to seek professional help. Here are some items to investigate, to check out what has made the bill so high.

Examine Your Bill

Pull out last month's bill, or go to **Online Billing** (if you are registered) for comparisons.

- ☐ **Do you see any penalty charges?**
- ☐ **Are there one-time charges for meters, service establishment or turn-offs?**
- ☐ **Did the rate you are charged for each thousand gallons of water increase?**
  Compare the thousand gallon rate for last month to the rate for this month.
- ☐ **Were you billed for more water this month than in the same month of prior years?**
  Note: Rates are tiered. If your higher use raised your total above the threshold, the additional increment will have been more expensive than others. In Online Billing, you can compare monthly costs and rates in *Consumption or Service Summary*.
- ☐ **Were there more days in this billing period than last?**
  Online you can compare average daily use in Consumption.
- ☐ **Were your recent bills calculated from estimated usage or from actual usage?**

Your Household Inside

- ☐ **Did you have guests or extra laundry demands last month?**
- ☐ **Do you see or hear water running or dripping from toilets, faucets or sinks?**
- ☐ **Is there a silent leak in a toilet?**
  To check, put a few drops of food coloring in the tank. Wait ten minutes. If the water in the bowl is now colored, you have a leak!
- ☐ **Have you had any repairs made in the last month?**
  If so, did they use or release water in the process?
- ☐ **Check your water softener and/or reverse-osmosis system?**
  Have the settings been changed, or a new system added?

Your Household Outside

- ☐ **Did you wash the windows or cars last month?**
- ☐ **If you have an evaporative cooler, is the re-circulating pump working?**
- ☐ **Are re-circulating pumps working on any ornamental water features?**
- ☐ **Do you have any new grass or plants?**
- ☐ **Have you increased the frequency or duration of watering recently?**

Irrigation System

- ☐ **Are there wet spots in the yard or at valve boxes which might indicate leaks?**
- ☐ **Has the system been turned off, and recently turned back on?**
- ☐ **Are there missing emitters?**
- ☐ **Is the timer working?**
- ☐ **Have the frequency and/or duration of the watering cycles changed?**

Swimming Pool

- ☐ **Does the water level in the pool drop more than ¼ inch per week?**
- ☐ **If you have an auto-fill system, is it working properly?**
- ☐ **Have you filled or drained the pool recently?**

The City of Goodyear website offers suggestions to **Conserve Water Use Outdoors** at: **goodyearaz.gov/h2o365**
Once you have performed this self-check of your facilities, if there is still no reasonable explanation for increased usage, continue with (**Step 2**) contact the City of Goodyear Finance Department at 623-932-3015 to review your current bill and past consumption history. Mention that you have used **High Water Consumption Checklist**. If the Finance Department determines that your water use has indeed increased, you will be directed to request an on-site review through Water Services (**Step 3**).

Please note that these services can only be provided to customers residing within the City of Goodyear service area (south of I-10). Customers north of I-10 must contact the Litchfield Park Service Company at 623-935-9367.

Water Use Higher Than Average?

Usage during winter months is mainly for cleaning, sanitation, and consumption. This averages out to about 90 gallons per person per day. Usage in other seasons reflects discretionary uses including landscaping, evaporative coolers, and pools. Your household's average may be higher depending on:

- Landscape size, planting selections, and irrigation
- Swimming pool or water feature size
- Water efficiency of plumbing and appliances
- Personal habits (shower length, bath frequency)
- Presence of leaks

Compare Your Average Use per Person per Day

Usage per person per day = (Gallons used in month ÷ Days in billing period) ÷ Number of people in household

Usage Varies by Season			
SUMMER (average = 161 gallons per day per person)		WINTER (average = 90 gallons per day per person)	
Drinking	5%	Drinking	10%
Bathing	11%	Bathing	19%
Toilets	15%	Toilets	28%
Household Cleaning	17%	Household cleaning	31%
Outdoor Use	52%	Outdoor Use	12%

How to Reduce Your Bill

- ☐ Request a free copy of ***Landscape Watering by the Numbers*** to check your watering schedule. Email your request to: savewater@goodyearaz.gov
- ☐ Go to the City of Goodyear's h2o365 website for more information on ways to save at: goodyearaz.gov/h2o365
- ☐ Contact an irrigation contractor, pool repair service, or a plumber if you have confirmed that there is a leak which you cannot isolate. Underground leaks may be hard to spot.
- ☐ Replace older high-water using appliances and fixtures. Toilets, washing machines, and water softeners have increased in efficiency. The EPA Energy Star website provides water efficiency information at: www.energystar.gov
- ☐ Replace water-intensive landscaping with less demanding options that still provide shade and relief from heat.
- ☐ Attend a City of Goodyear or other local water conservation class. Check the class schedule at: goodyearaz.gov/h2o365
- ☐ Request an Irrigation Check-Up. You can submit the application online at: goodyearaz.gov/h2o365