

# YOUR BILL LOOKS NEW – Customer Billing Questions Answered

## Your Bill Looks Different

As the District completes its Automated Meter Reading (AMR) project, you have likely noticed some changes to your bill. Some customers have called asking questions and we hope to answer the most common questions in this article. The most significant change is that you are now being billed in gallons whereas previously you were being billed in “CCFs”. For those that don’t know, one CCF, or one hundred cubic feet, is equivalent to 748 gallons. This means that your consumption number will look much larger than before. As an example, the “average” winter bill in the District before the switch to gallon billings was 15 ccf units per bill cycle. When converted to gallons, that number becomes 11,220 gallons, quite a large number! However, both numbers represent identical usage amounts.

## Your Bill Graph


Because of the change in billing units, (ccf) to gallons and also due to limitations in our billing software, the 2-year graph comparing water usage in the current period to water usage in the prior period is not currently working. We are currently unable to provide historical data for the consumption that occurred prior to the gallon conversion. We expect this fix to be in place by the summer, in time for the outdoor watering season.

## Reading Your Meter and Your Bill

Every time the red hand moves all the way around the face of the meter, 10 gallons have been used.



This zero is stationary, but the number including the zero shows the actual number of gallons used.



**WOODINVILLE WATER DISTRICT**  
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 (425) 487-4100 Fax (425) 485-6381

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### Account Summary

Customer Name	JOHN SAMPLE
Billing Date	01/27/15
Service Address	1234 Main St.
Account Number	9999999
Customer Number	99999
Bill Number	554097
Current Charges Due Date	02/11/15

**ALL CUSTOMER ACCOUNT INFORMATION IN THIS AREA**

Previous Balance	\$84.35
Payment Received	-\$84.35
Account Adjustment	\$0.00
Fees	\$0.00
Balance Forward	\$0.00
Current Charges	\$93.11
Amount Due This Statement	\$93.11

Meter Number	Service Period From/To	No. of Days in Billing Period	Meter Readings Previous	Meter Readings Present	Usage (ccf/gal)
45511983	11/17/14 - 01/20/15	64	331	1254	9230

### Current Detail Utility Charges

STREET LIGHTS	\$6.00	
WATER BASE CHG (3/4" METER)	\$39.00	
WATER CONSUMPTION GAL	\$48.11	

	1254 present	
	- 331 previous	
	923	

If you have a 3/4" or 1" meter, you multiply 923 x 10 to get number of gallons you are billed for.

The above meter is a gallon meter so this usage is presented in gallons.

We hope that we have helped to clarify some of the questions that may have come-up during this process. Overall, the AMR project has gone very well and has resulted in efficiencies that are unattainable with a manual meter reading system. As always, our staff is here to assist you if you have any questions. Please don’t hesitate to call us at 425-487-4100.