Water Resources Sewer Adjustment Form

Sewer charges are calculated annually in July, based on your average water billed during the months of December, January and February. If the water you use during this time is not a true reflection of the actual water discharged into the city's sewer system, (e.g. landscaping, pool refills, repairs, leaks, etc.) you may appeal the sewer charges by **completing and submitting this form by Sept. 30** of each year. Per City Code Chapter 49, Article IV, Section 49-141 (k), Water Resources sewer adjustment forms will not be accepted after September 30 for the current year.

The information you provide will be used to determine if your sewer charge should be adjusted. Any allowances, based on the information you provide, will be reflected on future monthly bills. If you have any questions, please contact Water Resources at 480-312-5685 or email enterprisefinance@scottsdaleaz.gov

Name:	Account #: **20 -**
Address:	Home Phone:
Email Address:	Alternate Phone:

1. Square footage of Lawn:	
2. Square footage of Garden:	
3. Number of trees on property:	
4. Number of shrubs on property:	
5. Salt River Project Irrigation service:	☐ Yes ☐ No
6. Leaks repaired during winter months: **Receipts for materials purchased must be attached or provide explanation in comments** 6a. Estimated gallons lost from leak: 6b. Date leak was repaired:	☐ Yes ☐ No Est. Gallons _____ Date: _ _____
7. Pool filled or repaired during winter months: **Receipts for materials purchased must be attached or provide explanation in comments** 7a. Estimated gallons used to fill pool: 7b. Date pool repaired or re-filled:	☐ Yes ☐ No Est. Gallons _____ Date: _ _____
8. Number of occupants in household during winter months:	

Additional Comments

Click here to enter text.

☐ The above information is accurate to the best of my knowledge. I understand that the values provided are subject to verification and if there is an error, I will be charged for any incorrect allowance not previously billed. I understand that submitting this form will only alter the sewer charges on my monthly bill.

This form MUST BE submitted by Sept. 30 of each year.

_____ _____

Signature **Date**

Water Resources Administration – Sewer Adjustment Charge
9379 E. San Salvador Dr.
Scottsdale, AZ 85258
Fax: 480-312-5615 or email: enterprisefinance@scottsdaleaz.gov

HIGH WATER USE FACTS

Several Possible Reasons for an Increase

June 2012

There are numerous reasons why your water use may increase from one month to the next. A malfunctioning irrigation system (most common cause), a change in your landscape watering schedule, aging or defective appliances and weather can all affect the amount of water you use each month. Discovering what is causing the high water use is the responsibility of each property owner. The following information may help you discover the reason(s) for your increased water use.

First, Do a Meter Flow Check

A meter can help determine if you have on-going or continual water use. A meter flow check is easy to do.

1. First, make sure everything that uses water in your home is not in use.
2. Go to your water meter (usually located in the front of your property near the street or sidewalk) and lift its lid with a screwdriver. Beware of critters.
3. Look for an odometer-style dial and a sweep hand. Record the numbers and the position of the sweep hand. (Compare your reading to the one given on your latest utility bill, if your reading is less than what's written on your water utility bill, call 480-312-2461 to have your meter reread.)
4. Don't use any water for at least 20 minutes and then take a second recording.
5. If the two sets of numbers are different or the sweep hand has moved, you'll want to discover what is using water. If you can see that the wheel is turning but you can't tell if the sweep hand has moved then a small amount of water is being used. Small amounts can add up to over 5,000 gallons a month! Please note: Reverse Osmosis Systems can take up to five hours to regenerate, consider shutting off its water supply so it doesn't interfere with the check. Go to: **Meter Flow Check Shows Water Use.**
6. If the two sets of numbers are the same, the sweep hand hasn't moved and the wheel isn't turning, go to: **Meter Flow Check Shows No Water Use.**

Meter Flow Check Shows Water Use

- **Start by making sure your service line isn't leaking.** (A service line is an underground pipe that is under pressure and carries water from the city's meter to your home.)

Go to your house shut-off valve. This is usually located at the front of your house near a hose spigot. Turn the shut-off valve to the "off" position. If the irrigation and/or pool water supply line is before the house shut-off valve, turn its shut-off valve to the "off" position also. *The goal is to only allow the service line to receive water.* Check the meter to see if the water use stopped. If there was no water use, your service line is in good shape. Water use indicates a leak in the service line. Remember to turn the shut-off valves back on after you complete this test.

- **Next, look outdoors for ongoing water use.**
  - Check for malfunctioning irrigation valves. Look for constant oozing leaks in low lying areas of the landscape. Check around and in irrigation valve boxes. Look for soggy spots, dark soil or excessive plant growth.
  - Check each hose bibb (or spigot) to make sure they are turned off completely. (Spray-triggers at the end of the hose are notorious for leaks!)
  - Autofills for pools, fountains or pet troughs can fail. So make sure they are all working properly.
  - If needed, you can isolate the irrigation or pool fill system (one at a time) by turning its water supply valve to the off position. Check the meter to see if it has stopped recording water use. If the water use stopped, you have located the general area of the water use.

- **Then, look indoors for ongoing water use.**
  - Toilet leaks can be silent and waste more than 5,000 gallons of water a day! To see if your toilet has a leak, put a few drops of food coloring in the tank, wait a few minutes and see if it seeps into the bowl. If it does, you have a leak. The most common cause of a toilet leak is a worn-out flapper.
  - Look under sinks and check for damp or wet spots.
  - Check faucets and showerheads to make sure they are turned off completely.
  - Check water supply lines to appliances such as water heaters, water filters and reverse osmosis systems.

Meter Flow Check Shows No Water Use:

- If you have an irrigation timer, check the programming. Sometimes a second start time gets added or a valve may have a run time on two different programs. Also, if there was a power outage, the controller may have reverted to a default program.
- Irrigation leaks may only show when the system is running. Remember to turn on your irrigation/sprinkler system, run each station separately and look for blown sprinkler heads or faulty drip emitters. A dark wet area (without an emitter) that appears after the system runs indicates a leak.
- Turn on your pool equipment, fountains and other appliances to check for leaks or malfunctions when in use.
- Autofills can disguise problems with your pool. Occasionally, shut off the water supply to the autofill and see if the pool level drops more than normal evaporation.
- Make sure appliances such as water softeners and reverse osmosis systems are cycling on and off appropriately.

Meter Bench Test

We recommend that you thoroughly inspected your property, both indoors and outdoors before you ask to have your meter tested. Typically, water meters slow down and measure less water as they wear out. Scottsdale's Water Resources has an active meter replacement program throughout the city. Meters are replaced approximately every ten years or sooner if necessary. Call us for the status of your current meter or if you want the meter tested. Please note - there is a **$50 charge** if the meter is found to be measuring accurately.

Other helpful information

- If you see a leak at the water meter or spot a leak on city property, please call us right away at 480-312-5650 or report it online at: ScottsdaleAZ.gov/servicerequest
- Remember, your sewer usage fees for the year are calculated using the average amount of water used during the months of December, January and February. You can save money all year by reducing your water use during these three months. Go to ScottsdaleAZ.gov/Water/Rates for more information.
- If you have questions about garbage or recycling collection, brush pick up or container repair, please call Solid Waste at 480-312-5600 or go to: ScottsdaleAZ.gov/recycle
- For questions about your water bill, please contact Utility Billing at 480-312-2461.
- For questions about a delinquent amount on your utility bill, please call Revenue Recovery at 480-312-2705.
- To learn more about reducing your water use and to view how-to videos on finding leaks, go to ScottsdaleAZ.gov/Water/Conservation or call Water Conservation at 480-312-5650.