



**ORO VALLEY
WATER UTILITY**

HIGH WATER USE ACTION PLAN

A guide for Oro Valley water customers

Are you asking yourself, "How could I have used that much water?" If you don't know how much water you use in a typical month, you are like many other water customers. This guide is intended to assist you in understanding your bill and tracking down answers to questions you may have about your water use. This guide will help you to:

- Understand your water bill
- Read your water meter
- Look for hidden water loss and identify savings opportunities
- Compare your water use to the average water use in Oro Valley
- Develop a high water use action plan specific to your needs
- Explore further water conservation resources

Where does all that water go?

- Drip irrigation systems use about one to three gallons per minute. If you have grass, your lawn sprinkler system may use about 10 gallons per minute or more.
- A half-inch diameter garden hose delivers five to eight gallons of water per minute, or more than 300 gallons of water per hour.
- Reverse osmosis water treatment systems use up to five gallons for every gallon of purified water they produce.
- An average swimming pool (400 square feet) uses about 16,000 gallons to fill and loses about 22,000 gallons each year to evaporation and backwashing. Evaporation loss in the summer can be as high as 2,500 gallons each month.
- A faucet with a slow-dripping leak can waste 350 gallons per month.
- The average water use in Oro Valley is approximately 8,000 – 10,000 gallons per month or one hundred gallons per person, per day.

ORO VALLEY WATER UTILITY
11000 N. La Cañada Drive
Oro Valley, AZ 85737
229-5000 fax 229-5029
www.orovalleyaz.gov

Book: Account: Bill Date: 05/19/2010

Payment Due Amount

IF PMT REC'D BEFORE 06/09/2010 Amount Due: \$ 119.64

Amount Enclosed:

\$5 LATE FEE \$5 LATE FEE AFTER 06/09/2010 Amount: \$ 124.64

Service Address

ORO VALLEY AZ 85755-1854 00003 000012464 0000011964 4

Book # CUSTOMER ACCOUNT # *** Return this portion with your payment ***

Activity	Days	Serv	Service	Prior	Present	Usage	Change
		Code	Description	Reading	Reading	IN 1,000's	
Prev Balance							54.82
LATE FEE	05/19/2010						5.00
Adjustment							.00
PAYMENT REC'D							.00
Applied Deposit							.00
Net Balance							59.82
Bill	28	WA1	RESID 5/8" & 3/4" 1	671	676	5	25.19
Bill	28	SW	SEWER RESIDENTIAL	671	676	5	23.91
Bill		STM	RES STORMWATER FEE				2.96
Tax			State/County/Local				2.94
Fee			GW Preservation Fee				3.75
Tax			Superfund Tax				.03

PAST DUE BAL: 59.82 Past Due \$

TO SIGN UP FOR E-BILLS GO TO WWW.OROVALLEYAZ.GOV GRAPH OF WATER USE HISTORY

ORO VALLEY WATER UTILITY
(520) 229-5000 or fax (520) 229-5029
www.orovalleyaz.gov

For questions concerning the stormwater utility fee on your water bills, please contact Stormwater Utility at (520) 229-5072 or (520) 229-5070

For questions concerning the sewer fee on your water bills, please contact Pima County Regional Wastewater Reclamation Department at (520) 740-6609 or www.pima.gov/wwmr/

ORO VALLEY WATER UTILITY
P.O. Box 53272
Phoenix, AZ 85072-3272

Or call: 877-309-6033 to pay via credit card.
There is a nominal convenience fee associated with this transaction.

When contacting the Oro Valley Water Utility, you must be listed as an account owner to obtain information about the account. We cannot disclose information to unauthorized users or third parties.

IF PMT REC'D BEFORE 06/09/2010 119.64
\$5 LATE FEE AFTER 06/09/2010 124.64

UNDERSTANDING YOUR WATER BILL

The Oro Valley Water Utility bill is itemized for easy reading. The following two examples can help you determine just how much water you are using.

- 1 A graph of your water use history for this year and the previous year are shown on the first page of your water bill. This information may be useful in determining if your current use is higher than it typically has been in the past.
- 2 Under **Water Usage** details, there is a table showing prior reading, present reading and usage (in thousands of gallons). Also shown on the bill are miscellaneous charges like **Late Fees** or adjustments to the account.

READING YOUR WATER METER

A water meter measures the amount of water used in your home or business. Most meters are located in boxes found near the curb along the street. Open the box carefully (watch for insects or animals) and inside you'll find the water meter. The meter dial may be found under the small, hinged cover. If the glass is dirty, wipe it clean to make it easier to read. The meters used in Oro Valley measure water in gallons.

Reading Your Water Meter

Your water meter is much like your car's odometer, showing the cumulative total of water that has run through your meter. The sweep hand, which moves like a clock hand, measures each gallon of water up to 10 gallons. Notice the first number on the right of the total is a stationary zero; there's no need for it to move because the sweep hand does its work. Except for the stationary zero, the rest of the number is read like an odometer. The movable dials to the left of the stationary zero read in 10s, 100s, 1,000s of gallons and so on. For example, the meter pictured to the right reads a little more than 408,482 gallons, which for billing purposes, would be rounded down



to 408,000 gallons and be recorded as 408 in the "Present Reading" box on your bill. The new digital meters read similarly but can show much finer increments to the hundredth of a gallon.

A triangular dial near the center of the meter face is used for leak detection and will spin even if there is an extremely low flow through the meter. On the digital meters there is a "+" symbol present when water is flowing through the meter. You may also notice the numbers changing to the right of the decimal place which would mean a low flow is occurring.

Where Your Water System Begins

The Water Utility provides service and maintenance up to, and including the meter. Once water exits the meter, it enters the customer's privately-owned plumbing system and area of responsibility. The customer is responsible for assessing and making any necessary repairs or calling a qualified plumber to repair leaks or damages on their private plumbing. The Water Utility is unable to refer plumbers and other contractors to customers.

CONNECTION TO YOUR HOME

Gate Valve
Customer Responsibility

Oro Valley Water Utility
Responsibility



LOOKING FOR LEAKS

Searching for leaks and other hidden water losses can be an adventure. Consider enlisting your kids to help, and offer them a prize if they are successful in finding a leak!

To Check for a Leak:

Make sure no water is being used in the home. If the leak indicator (triangle) is stationary or there is no “+” symbol showing, there is no water flowing through the meter and therefore no leaks. If it continues to move, or the “+” sign is present, you have a leak. Service lines between the meter and home may show a constant leak at the meter, whereas other devices may leak intermittently like a toilet.

Fixing a leak can be simple, inexpensive and save more than 500 gallons each month. Here are some useful tips:

- Look and listen for dripping faucets and running toilets. Some toilet leaks can be silent, so use dye strips or drops of food coloring in the tank and wait 10 to 15 minutes to see if the dye shows up in the toilet below. If it does, consider replacing the flapper valve.
- Don't forget to check outdoor faucets, pipes and hoses. Investigate unexplained patches of damp earth. Run your irrigation in the “manual” mode to determine if there are leaks when the system is running.
- Check evaporative coolers and osmosis and water softeners to determine if they are operating properly.
- Check pool auto-fills to determine if they are operating properly.
- Investigate warm areas that you can feel on your flooring surface – this could indicate a broken hot water pipe under the concrete slab.



Why is my bill so much higher than last month?

If your average monthly usage has recently spiked, consider the following possibilities:

- Has there been a recent change in the number of people in the household, or have you had guests visiting?
- If you were on vacation, was a caretaker watering or watching the property?
- Have you installed a new lawn or landscaping?
- Have you refilled a swimming pool?
- Are automatic devices such as irrigation controllers and water softening systems working properly?
- Has there been a seasonal change in your water use habits, such as increased landscape watering due to an increase in temperature?
- Are you taking into account the length of the billing cycle? Billing cycles vary from 25 to 35 days
- Are you aware of any indoor or outdoor leaks?



COMPARING YOUR WATER USE TO OTHER CUSTOMERS

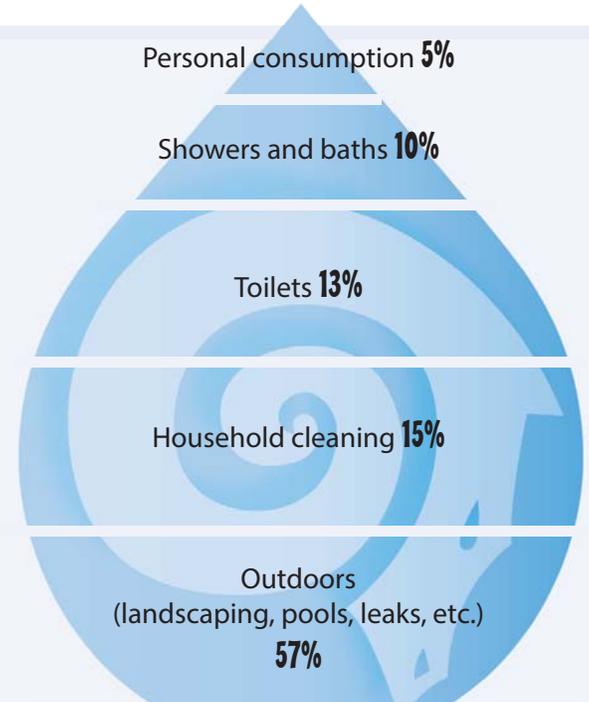
Usage during the winter months mainly reflects the demand for water used inside the home. The usage will remain fairly constant unless you implement indoor water-saving strategies. The seasonal demand for irrigation and an evaporative cooler (if you have one) will cause higher usage during the summer months.

Average residential water use in Oro Valley is 100 gallons per person per day, but may be higher or lower depending on habits and water needs in the home. These figures are rough estimates and can vary greatly based upon factors such as:

- Number of people living in or visiting the home
- Size and type of landscaping and how it is irrigated
- Presence of a swimming pool or spa
- Water efficiency of plumbing fixtures
- Personal habits
- If leaks are present

Using the water bill on page one, the following example shows how to figure out your average daily use per person per day.

11,000	÷ 3	÷ 30	= 122
(gallons used each month)	(# of people in household)	(# of days in billing cycle)	(gallons per person per day)



TYPICAL DOMESTIC WATER USE IN ORO VALLEY

OTHER WATER-SAVING RESOURCES

Water Audits

If your usage is substantially higher than the average of 8,000 to 10,000 gallons per month, you may want to request a water audit. This one-time, free service is an educational opportunity where water can be assessed both inside and outside the home. To request a water audit, contact the Water Conservation Specialist at 229-5024.

AquaHawk

AquaHawk is a web-based, customer information portal. This free service allows you to:

- Manage and monitor your water use
 - Create a monthly water budget
 - Detect potential water leaks
 - Save water and money
- Access your account from any internet-connected device such as smartphone, tablet, laptop or desktop computer!

Register at www.orovalleyaz.gov/town/departments/water-utility and click the AquaHawk link.



Oro Valley Water Utility

11000 North La Canada Drive
Oro Valley, Arizona 85737

Customer Service

Monday - Friday, 8:00 a.m. to 5:00 p.m.
Office: 520-229-5000
Fax: 520-229-5029

Reminder

If you are going on vacation or planning to be away for an extended period of time, please provide the Water Utility with an emergency contact telephone number or an email address for emergency contact. A few minutes now could save thousand's of gallons of water usage and the costs associated with a leak in the future.

Source: City of Mesa High Water Use Action Plan