



Managing Your Water and Wastewater Use

Tips for Saving Water and Money

WASTEWATER WINTER AVERAGING

Winter Averaging is also known as your sewer cap, which is the maximum amount you can be billed for wastewater monthly.

Did you know that the City doesn't have a direct way to measure your sewage charges? For that reason, we use the two lowest water metering periods of consumption from December to March to estimate your indoor water use. This method of estimating sewer use is a standard method used by other water utility agencies.

Your sewer charge is based on your indoor water use. The sewer charge has a fixed base bi-monthly charge and a flow charge (winter average). Winter average is calculated by averaging your water usage during the two lowest meter reads. If the water usage during the billing period is ever less than the winter average, the sewer charges will be based on water consumption, not the winter average.

IS YOUR WATERING UNDER CONTROL?

TAKE CONTROL OF YOUR IRRIGATION

If your irrigation system runs on a clock timer, it can be easy to "set it and forget it." That means you could be watering unnecessarily during rainstorms, missing your plants entirely during windy weather, or letting the sun soak up plants' water.

When the seasons change, so should your irrigation schedule. Summer might require two to three watering sessions a week. In fall or winter, even weekly irrigation could waste water in some areas.



WINTER WATER SAVING TIPS

- Fix leaks, including leaky toilets
- Install high-efficiency toilets, aerators on bathroom faucets, and water-efficient shower heads
- Take shorter (5 minute) showers
- Read your water meter to assess usage and find hidden leaks
- Turn off water when brushing teeth or shaving
- Use dishwashers and washing machines with full loads only
- Insulate your pipes



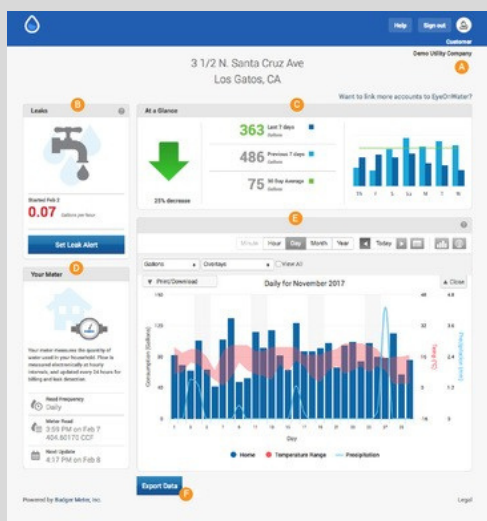


In Sebastopol, municipal water customers have instant access to, and greater control over, their water usage through the accompanying EyeOnWater app. They can also be alerted to leaks in real time.

Signup options:

Sign up on the EyeOnWater signup page at <https://eyeonwater.com/signup>
Download to mobile devices via the Apple App Store for iPhones or Google Play for Androids
Detailed instructions for account setup on City's website: <https://bit.ly/EyeOnWaterApp>

USING THE EYEONWATER APP



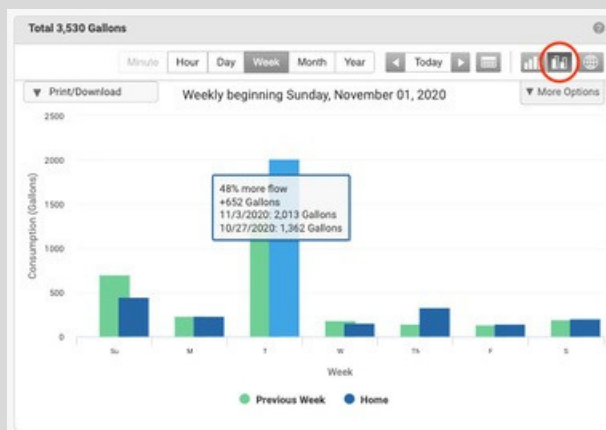
A Welcome | **B** Leaks | **C** At a Glance
D Your Meter | **E** Consumption Graph
F Export Data

After sign in, EyeOnWater lets you see how much water you're using and provides tools to help you use water more efficiently. The site acts like dashboard that is organized in modules or sections that let you quickly see how much water you're using, whether you have a potential leak, and more.

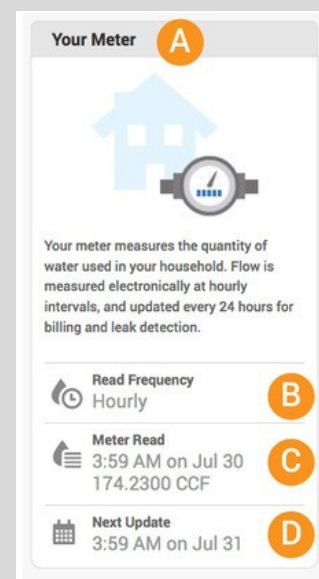
EyeOnWater Overview Video
<https://bit.ly/EyeOnWaterVideo>



From the **At a Glance** section of your EyeOnWater dashboard, you can quickly see whether you are using more or less water than you used in the previous seven days.



The **graph** on your EyeOnWater dashboard lets you see your water use for a period of time. Whenever you login to EyeOnWater, the Consumption Graph defaults to displaying your daily water use.



Under **Your Meter**, see how often your meter is read, the last time it was read, the current reading and when the next reading is scheduled.

For more info on using EyeOnWater and to see full size graphics visit:
<https://bit.ly/UseEyeOnWater>

ONLINE BILL PAY

Pay your water and sewer bill with online bill pay through the new scheduled payment option for utilities, which ensures your utility bill is paid on the due date, avoiding late charges. This new payment option also allows customers to change the payment date to an earlier one if needed.

NEW! You are able to make payments and set-up auto-pay using your checking account.

NEW! Current Auto-pay customers will have their bill paid ON THE DUE DATE, not 10 days before.

NEW! Auto-pay customers may schedule payments up to 15 days before the bill is due.

AND Sign up and receive your UB statement online, it's much more detailed than the paper copy.

Visit <https://bit.ly/SebOnlineBillPay> to pay your bill.

