



# MONTHLY UTILITY BILLING

## ESTIMATING FAQ

### Q: Why are my bills estimated every other month?

Your utility bill is estimated every other month, with an actual meter read occurring within the following thirty days of your estimated bill. As part of the transition to monthly utility billing, your rates beginning July 2017 already reflect the lower cost of a City employee reading your meter **six** times in one year, rather than **twelve** times in one year. This means that every other month bills will be estimated based on **your** usage history.

### Q: How accurate is my estimated bill?

Estimates become more and more accurate as we have additional meter reads to base your estimates on in the future.

**Actual meter reads are combined and averaged to determine your estimate.**

See Figure A.

Figure A. Find your usage history online at CityofGrandLedge.com

|   | Posted    | Action          | Read Type | Read      | Usage   |
|---|-----------|-----------------|-----------|-----------|---------|
|   | 10/2/2017 | Meter Read      | Estimate  | 494200.00 | 4700.00 |
| ▶ | 9/28/2017 | Payment Posted  |           | 0.00      | 0.00    |
|   | 9/5/2017  | Meter Read      | Auto Read | 489500.00 | 4300.00 |
| ▶ | 9/1/2017  | Bill Calculated |           | 0.00      | 0.00    |
| ▶ | 8/28/2017 | Payment Posted  |           | 0.00      | 0.00    |
|   | 8/2/2017  | Meter Read      | Auto Read | 485200.00 | 4800.00 |
| ▶ | 8/1/2017  | Bill Calculated |           | 0.00      | 0.00    |
| ▶ | 7/27/2017 | Payment Posted  |           | 0.00      | 0.00    |
|   | 7/5/2017  | Meter Read      | Auto Read | 480400.00 | 3800.00 |
| ▶ | 6/30/2017 | Bill Calculated |           | 0.00      | 0.00    |
| ▶ | 6/20/2017 | Payment Posted  |           | 0.00      | 0.00    |
|   | 6/5/2017  | Meter Read      | Auto Read | 476600.00 | 6000.00 |

### Q: Will my bills always be estimated?

No. We are replacing customer water meters with radio-read meters. This means we will be able to drive a truck down the street and read radio-read meters quickly and efficiently, rather than a City employee walking and reading every house meter. Estimating bills will slowly be phased out as we are able to install more radio-read meters over the next several years.

### Q: How can I track and learn more about my water usage?

We encourage utility customers to learn more about their water usage. Especially as water usage patterns may change from life events (ie. household occupants moving in or out), seasons (ie. outdoor watering, seasonal cleaning), and even unidentified leaks in your home (ie. toilets, water softeners).

### Q: Are there easier ways to view and pay my utility bill?

Absolutely! We offer conveniences like paperless e-billing, viewing your usage online, paying your bill online (fees apply), and even sign up for quick and easy auto-pay.



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