



Understanding Your Water Service

Helpful Tips to Avoid a Costly Water Bill

Your water meter is a tool to help understand how much water you use.

To better understand your usage, take meter readings:

- In the morning and evenings to know how much you use in a typical day.
- Before and after watering your lawn to know how much a typical cycle consumes.
- Before and after vacations to understand how much is used while you are away.

Water meters are located inside the house, in the basement along the water line.

Watering your lawn dramatically increases your water usage and your water bill.

- On average, Papillion residential water customers use approximately 5,000 gallons of water per month during the winter months.
- During the summer months when many residents irrigate their lawns, the average Papillion residential water customer uses approximately 15,000 gallons per month. (Approximately 1,500 customers use greater than 20,000 gallons per month during the summer months.)

This month's statement is for last month's water usage.

- A statement which is mailed Oct. 31 is billing for water usage during the month of September. (All statements are mailed the last business day of the month.)
- A customer who begins watering their lawn in May will not see that increased bill until they receive their statement mailed on the last business day of June.

Remember that sewer rates are also part of your water bill and are specific to you.

- When comparing your water bill with your neighbor's, remember that your sewer rates are set specifically by your personal use.
- Your monthly sewer rate is calculated from your average monthly water use during the months of December, January, February and March.

Troubleshooting Tips

If you notice a substantial increase to your water bill, attempt to identify sources that may be using more water than usual.

- Your low-flow dial on your water meter, similar to a second hand on a clock, will indicate if you are using even small amounts of water.
- Common causes for high bills include lawn watering, leaky sprinklers, leaky toilets, leaky faucets, water softener malfunctions, children playing in sprinklers and furnace humidifiers during winter.
- Power surges can reset lawn irrigation timers, which can cause overuse. Remember that if you have to reset clocks because of a power outage, also reset your irrigation timer.
- Be sure to winterize your sprinkler system to prevent leaks/breaks.
- If your meter appears to be broken or malfunctioning, contact our staff immediately at 402-827-1677 to inspect it.



If you have questions about your water bill, call 402-827-1677. Our staff is available to provide more information and to schedule onsite visits to help you troubleshoot overuse issues.