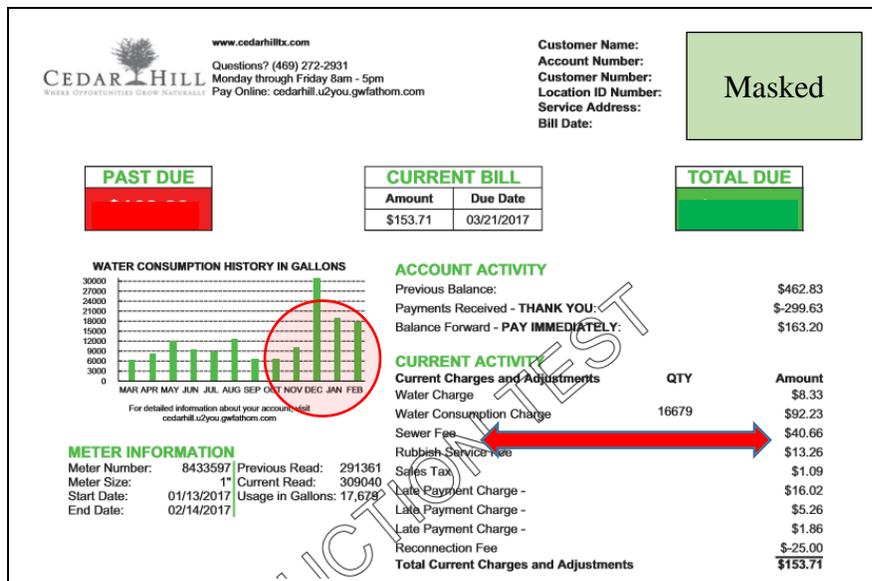


## Winter Sewer Average Model

Most cities do not actually meter the flow of sewage as they do water; these cities instead use models to determine monthly sewer fees. The “winter average” is a commonly used model among cities and by ordinance, Cedar Hill has used this model for many years.

In the winter average model, the sewage fee is directly related to your water usage during the “winter months” of November, December, January and February. These months are used because for most customers, they represent the lowest consumption months of the year and give customers the best opportunity for the lowest possible monthly sewer fee.

The model looks at your monthly water consumption for the four winter months and then averages the three lowest of the four (the highest monthly consumption number is thrown out) to determine a factor then used to determine your monthly sewer fee. If the factor is higher than last year, your monthly sewer fee will be higher and if it is lower, your monthly sewer fee will be lower.



The fee is set for each active account once per year and does not change for 12 months after it is set. Calculations are performed in March each year and new monthly charges appear in April bills. This means different accounts have different monthly sewer charges because their winter water consumption was different.

The sewer fee itself is not an average. It is a fixed number, set for 12 months,

based the average monthly consumption of the three lowest of four winter months as previously described. It is directly proportional to your average water consumption for the three lowest winter months so the less water used during those four months, the lower your monthly sewer fee will be for the next 12 months and vice versa. Sewer fees are not charged for irrigation-only accounts or for residential accounts on a septic system, and by ordinance no residential sewer fee in Cedar Hill may exceed \$75 per month.

Want a lower sewer fee? Limit water use during the winter months as much as possible focusing especially on “heavy applications” such as sprinkler systems. Did you have a leak during one or more of the winter months? If so, you may qualify for a leak adjustment for the repair, and if the adjustment request is approved, the winter average will be recalculated based on the adjusted consumption number.

Questions? Please give the Utility Services Customer Service Center a call at 469.272.2931, press 7 and then press 0 to enter the queue to speak to a Customer Service Representative, or send us your question at [Ubilling@cedarhilltx.com](mailto:Ubilling@cedarhilltx.com)