

## Increased Usage? Ask yourself these important questions:

- Are you aware of any leaks?
- Did the amount of occupants change in your home or did you have guests?
- Were children home from school for an extended period of time?
- Do you have extra laundry due to sports?
- Do you have high efficiency / low flow appliances?
- Do you have an irrigation system or humidifier built in to your heating and cooling unit?
- Did a pipe burst?
- Did you fill a pool or spa?
- Are you watering plants or gardens?

Historically usage increases during the holidays and summer billings. This is due to residents being home more and spring/ summer activities such as watering plants and gardens and using pools and sprinklers.

Do not compare your water usage to your neighbors. There are many variables such as occupants, appliances and conservation of water that affect usage. No two households/ businesses are alike.

Please contact the Town if you have a question about your bill.

## Utility Bill Payment Options

- Set up Automatic Drafts from your checking account (ACH). Bills are drafted 5 days before the due date and you never pay a late fee.
- Drop payment in our convenient 24-HR drop box on the J Street side of Town Hall
- Credit Card/E-Check payments Online at [www.officialpayments.com](http://www.officialpayments.com) or by telephone (1-800-272-9829)
  - ✓ Jurisdiction Code: 6233
  - ✓ Convenience Fees Apply
- Finance counter at Town Hall (Mon-Friday 8 am to 5 pm)
- By Mail: 221 S Nursery Ave. Purcellville, VA 20132
- Payment Plan options are available. Contact Finance at 540-338-7093 if you need a payment extension.
- The Town will always accept mid-cycle payments to help you budget weekly, monthly or bi-monthly.

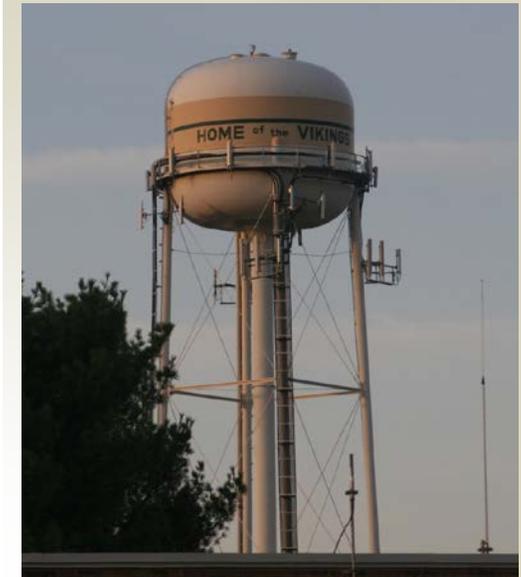
## Town of Purcellville

221 S Nursery Ave.  
Purcellville, VA 20132  
Phone: 540-338-7421  
Fax: 540-338-6205



## Utility Info:

## Billing, Leaks & Water Saving Tips



## Billing Information

Utility bills are mailed bi-monthly.

The Town code requires that all properties with water connections are to be billed a minimum charge. Town Code Sec. 82-77 & 82-166

Water usage is billed per 1,000 gallons on a tiered-rate system. This structure is intended to encourage wise water usage with lower water rates for lower water users. The water rate increases at each additional bill tier. Sewer charges are billed at a flat rate based on water gallons used.

Fixed service charges apply on every bi-monthly utility bill based on meter size. This fee is intended to help cover costs of operations and billing.

Water usage is captured electronically by the Town's automatic meter reading system. Bills are not estimated but the Town reserves the right to estimate water/sewer bills when it is not possible to read the meters due to circumstances beyond the Town's control.

The Town of Purcellville is a smaller entity and has fewer users than many of our neighboring jurisdictions. Since there are less people to absorb the cost of producing, treating and supplying the water, the cost may be higher.

## Water Meters

The Town maintains responsibility and ownership of the water main, meter and meter cock. Customers may not tamper with their water meter and are not authorized to uncover, make connections with, alter or disturb any public water line or meter cock per Town Code Sec. 82-44.

## Customer Responsibility

Businesses and residents are responsible for maintaining their internal and external plumbing systems. Customers are encouraged to repair leaks immediately to protect the water supply and prevent high water bills.

## Information on Leaks

The average household's leaks can account for more than 10,000 gallons of water wasted every year. Even the smallest leak can significantly increase a water bill very quickly.

### **Common Leaks Include:**

- Toilets
- Faucets
- Water Heater Valves
- Faulty humidifiers installed on heating and cooling systems
- Outdoor spigots
- Irrigation Systems
- Underground Supply Lines

**\*\*Check for toilet leaks by placing a few drops of food coloring in the tank. If after 15 minutes, color appears in the bowl, the toilet has a leak.**

If you suspect a leak contact the Town and the Meter Technician will investigate whether a leak is indicated on your meter.

**Please Note:** Town employees are not plumbers and cannot fix leaks. If the Meter Technician finds a leak indicated, it is the homeowner's responsibility to resolve the leak.

[www.wateruseitwisely.com](http://www.wateruseitwisely.com)

## Water Savings Tips

### **Indoor Tips:**

- If your toilet is leaking, the cause is often an old or faulty toilet flapper. Over time, this inexpensive rubber part decays, or minerals build up on it. It is usually best to replace the whole flapper - a relatively easy, inexpensive do-it-yourself project that pays for itself in no time.
- Only run the dish washer and washing machine when full to save 1000 gallons a month.
- Install aerators on kitchen and bathroom faucets. Aerators mix air with water, thereby reducing the outflow volume of water.
- Install a low flow showerhead.
- When washing dishes by hand, don't let the water run. Fill one sink with wash water, the other with rinse water.
- Update old appliances/fixtures with low flow high efficiency equipment.

### **Outdoor Tips:**

- Check for and fix leaks in outdoor pipes, hoses, faucets, pools and spas.
- Cover your pool/spa to reduce evaporation.
- Water early in the morning or late in the evening to minimize evaporation. Avoid watering on windy days.
- Adjust your sprinklers to water only your lawn/garden. Avoid fine misting sprinklers. (Your lawn only needs about 1 inch of water a week.)
- Mulch around plants to reduce evaporation.
- Direct downspouts towards shrubs and trees. Use a rain barrel to collect rainwater for use in the garden.