



RESIDENTIAL SEWER BILLING CHANGES

Frequently Asked Questions

- **Why is Fairfield County Utilities switching from a sewer flat fee to actual usage?**
 - Sewer billings based on usage are unbiased to all customers. In addition, customers have been asking that we make this change.
 - Customers will now be charged for only the amount of wastewater they produce. Previously, with a flat fee, the charge remained the same, regardless of the amount produced.
- **What does my water usage have to do with my wastewater?**
 - Your water usage will be equal to the amount of wastewater that will be treated.
- **Does this change affect the billing for commercial sewer customers?**
 - No, this change will only affect residential customers.
- **Do I have to do this?**
 - Yes, if you are a Fairfield County Utilities residential customer that has public water.
- **Do you need to come in my house?**
 - No, we will not need access to your home to perform the billing change.
- **When will I see this change on my bill?**
 - The sewer changes will be effective beginning with the billing going out in in October 2015.
- **Will my billing schedule change?**
 - No, your billing schedule will stay the same.
- **Will my bill be higher due to the change?**
 - Possibly – However, the typical customers should see a zero net change in their sewer bill. Customers that use less water than the norm will actually see a reduction, while those that use more will see an increase. The more water you use, the more of an increase in your wastewater charges.

- **Do I have to pay for additional equipment?**
 - There will be no additional equipment needed, unless you elect to have a deduct meter installed.

- **With the new billing change, if I water or irrigate my lawn, will my utility bill increase?**
 - Possibly - Since the sanitary sewer charge will now be based on how much water you use, your sewer charge would more than likely increase. For those of you who irrigate your yard, you may want to consider installing a deduct meter.

- **What is a deduct meter?**
 - A **deduct meter** measures the amount of water being used in an irrigation system. This measured amount is then deducted from the sewer usage fee so a customer is not charged for this water.

- **Would it benefit me to have a deduct meter?**
 - If you use a **high** volume of water that does not go through the sewer, you would benefit from a deduct meter.
 - Washing your car, children playing in a sprinkler, filling a swimming pool, etc., are all examples of activities that will have an effect on your sewer bill going forward.

- **What fees are associated with the installation/maintenance of a deduct meter?**
 - It will be the responsibility of the resident to have a plumber modify their plumbing and install a meter yoke in the home. Once this is complete, FCU will provide and install a deduct meter for a one-time fee along with an ongoing quarterly charge for maintenance. Please call our office for current rates and fees.

- **Who will install the deduct meter?**
 - Our staff will install the deduct meter after your plumber has made modifications to accommodate the meter.