

The staff and the Prudential Committee work hard to keep the cost of sewer service to you, as the consumer, as low as possible. We need your help to be able to accomplish our mutual goals. To that end, we have a few suggestions and comments for your consideration.

### **Monitoring Your Water Usage**

We strongly encourage you to sign up for our Eye on Water monitoring service. This free service allows you to monitor your water usage remotely which ultimately drives your sewer bill. Although we try to periodically monitor usage, it remains your responsibility. Broken pipes or leaking toilets are just a few of the things that can cause your bill to skyrocket and have a negative impact on our environment. It is always a good idea to turn off your water main when you are not at home. And in many cases, these costs are yours and cannot be abated. Please go to [www.eyeonwater.com](http://www.eyeonwater.com) and sign up.

### **Paperless Billing**

We also encourage you to go to InvoiceCloud and sign up to receive electronic bills. We are updating our Ordinance to allow for a credit to be applied to your bill when you go paperless. This enrollment only affects the delivery of your bills. You do not need to pay your bill via InvoiceCloud. You can still mail or bring a check to the office or initiate an electronic payment from your bank and not incur fees from Nbfd. Watch your bills as we are implementing a system so that you can pay via a bank transfer through InvoiceCloud and not incur costs. Credit cards usage will continue to have a fee. Avoid lost bills and reduce our environmental impact by going to [www.northbranchfiredistrict.com](http://www.northbranchfiredistrict.com) (make a payment tab) and sign up.

### **Excess Usage Charges**

Each household has a daily usage gallonage allocated to it that was purchased at time of construction or increased later. We have observed that during peak usage periods (Christmas, MLK and Presidents week) we receive effluent (your sewage) that well exceeds allocation. The daily usage allocation is calculated at two people per bedroom, plus additional gallonage purchased, if any. Many homes well exceed that. As this impacts our system and reporting to the State, we have instituted an excess use charge. In our previous billing, in May, we charged 12 households an excess use charge for exceeding their allocation, by 4 times or more than what they purchased, during Christmas week. But we have hundreds of households that exceeded their daily allocations. This excess use can be due to renting, additional guests and/or family members staying with you during the holiday season. The purpose of the excess charge is to make you aware of what is happening in your property and to encourage you, as appropriate, to determine if you should buy additional gallonage. In the last billing cycle excess gallons were charged \$0.50 per gallon vs. our standard rate of \$0.025. Next May's bill will again add this charge and the Prudential Committee will determine rates after seeing the usage patterns. Please see our Ordinance on our website, [www.northbranchfiredistrict.com](http://www.northbranchfiredistrict.com) and sign up for Eye on Water for more information.