



Utility Billing – FAQ

1. How does a resident sign up for or cancel utility services?

All new residents of the City of Carver are required to complete an Application for Utility Services and return it to City Hall. This ensures that the correct resident receives the bill for services rendered at the property allocated on the application. The application is on the City's website, www.cityofcarver.com. A copy can also be requested by emailing befta@cityofcarver.com, or by clicking the email link on the City's website. The Change/Transfer of Service Application (used to cancel service) is also on the City's website.



2. What is the billing cycle?

Each resident is billed monthly for water and sewer usage. Meters are read around the 18th of each month. For example, a billing period of 11-18-16 to 12-18-16 would include water usage within that timeframe. Bills are mailed on the 1st of every month and are due on the 20th of each month. A late fee will be applied to the account for bills paid after the 20th of the month. The fee is set in the City's Fee Schedule.

3. What are the payment options?

- Direct Payment Plan (ACH): To take advantage of this payment plan, download the Direct Payment Application from the City's website, www.cityofcarver.com, or pick up a copy at City Hall. Return the completed form, including a **voided check**, to City Hall.
- Drop payment inside the Vestibule Dropbox before entrance to City Hall, 316 Broadway (available 24 hours/7 days a week)
- In person at City Hall, 316 Broadway (8:00 a.m. to 4:30 p.m.)
- Online at www.cityofcarver.com

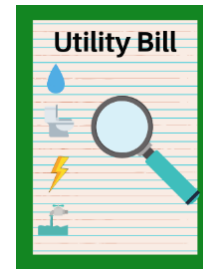


4. How do I cancel my Direct Payment Plan (ACH)?

Residents have the right to stop preauthorized ACH payments by providing a notice of intent. The Direct Payment Application is also used to cancel ACH payments, simply put an x in the cancellation box and return the application to City Hall. Click [here](#) for a copy of Direct Payment Application. A copy can also be requested by emailing befta@cityofcarver.com, or by clicking the email link on the City's website. Please be aware that when ACH authorization is cancelled, the resident is responsible for making the scheduled payment on time to avoid late charges. Once the resident cancels preauthorized ACH payment, the cancellation is permanent. To resume ACH payments, a new Direct Payment Application needs to be submitted.

5. What does the billing include?

- Water: if connected to city water
- Sanitary Sewer: if connected to city sewer
- Storm Water: all properties within the city receive this charge
- Base Fee: if connected to city water
- Water Test Fee: if connected to city water



6. Who is charged the Storm Water fee? Does this apply even if the property is not connected to city water?

The City of Carver decided on April 2, 2012, that all properties in the City of Carver would be charged for storm water to help aid in the operation, maintenance, and improvements to the storm water system. Storm water fees are used to construct and maintain roadside catch basins, construct and maintain underground piping, maintain storm water ponds, perform street sweeping operations, and so on. The fee will be charged bi-annually to all properties not currently being charged for water and sewer. The fee is set in the City's Fee Schedule.

7. How do the City of Carver's Water Rates Compare to Surrounding Communities?

Water rates are charged monthly to residents and businesses based on their usage in increments of 1,000 gallons.

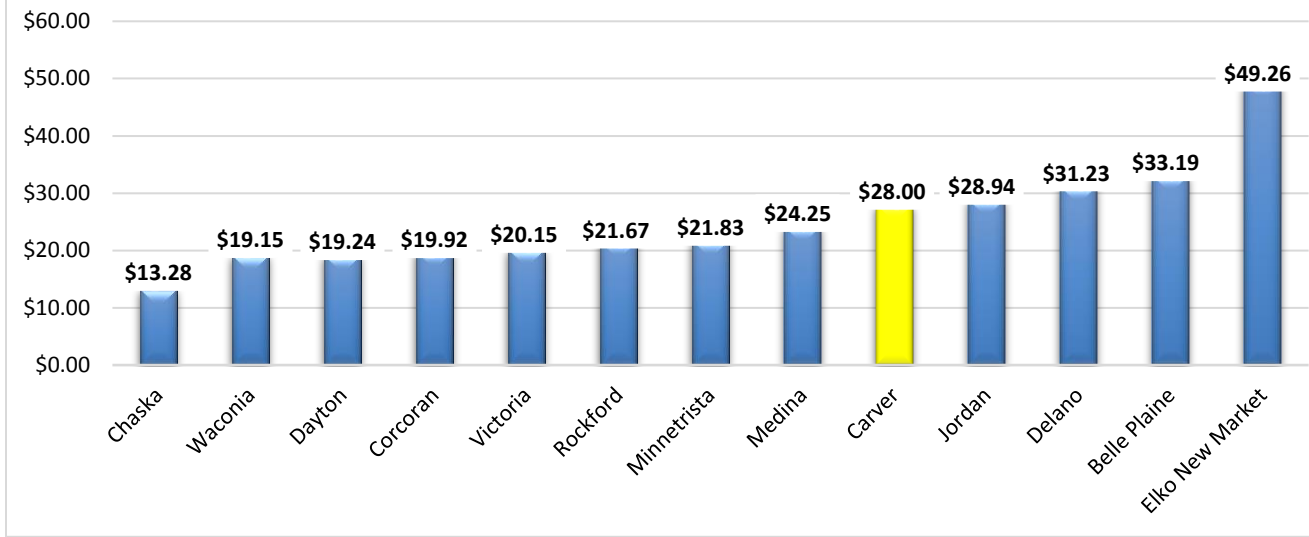
The City of Carver is a growing city with additional infrastructure costs associated with operating the water system. Each year the City of Carver's financial advisor reviews costs associated with operating the water system within the community. In 2018 the City of Carver did a Water Rate Study. Details of this study are on the City's website. The goal of the evaluation was to ensure that rates are competitive and stable in order to protect residents from dramatic rate increases. Also, the rates include the ongoing operations and capital improvements as follows:

- a. Pumping water from the wells
- b. Treatment – filtering and testing water
- c. Storage – water tower storage
- d. Distribution from underground pipes, valves, and meters
- e. Maintenance of underground pipes, valves, and meters

In 2018, the City of Carver performed a Water Rate Study. As part of that study, a comparison was done to other local and similar sized cities. Here are the findings:

Rate Study Comparison 2018 - Monthly Water Bill

(Assume usage of 4,500 gallons)



8. I haven't used any water so why am I still getting a bill?

Any property that is connected to, and has water and sewer utilities available for use, will receive a minimum service charge.

9. How is my water and sewer rate calculated?

The water charge is based on actual water usage each month. The sewer charge is calculated per 1,000 gallons of the average water usage in January, February, and March.

The city water rates are calculated on a three-tiered basis:

Water

Tier 1	1,000 through 5,000 gallons	\$4.54 per thousand gallons
Tier 2	5,001 through 10,000 gallons	\$6.24 per thousand gallons
Tier 3	10,001 gallons and over	\$9.07 per thousand gallons

The purpose of the three-tiered structure is to encourage water conservation.

10. Why is this month's bill higher than last month?

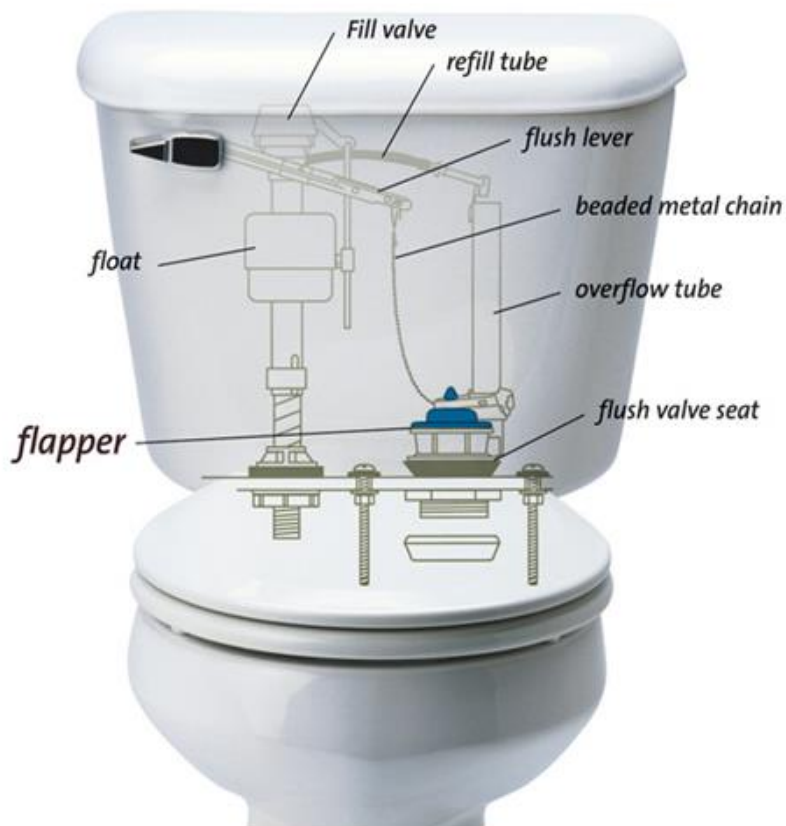
Utility bills are calculated based on water usage. If your usage (gallons used) has increased from the previous month, there could be a leaking faucet, a running toilet, or a water softener malfunctioning in the home.

- a. To check for a possible leak, turn off everything in the house and then look at the water meter. It should not be moving at all. If it is moving, there may be a leak somewhere in the house.

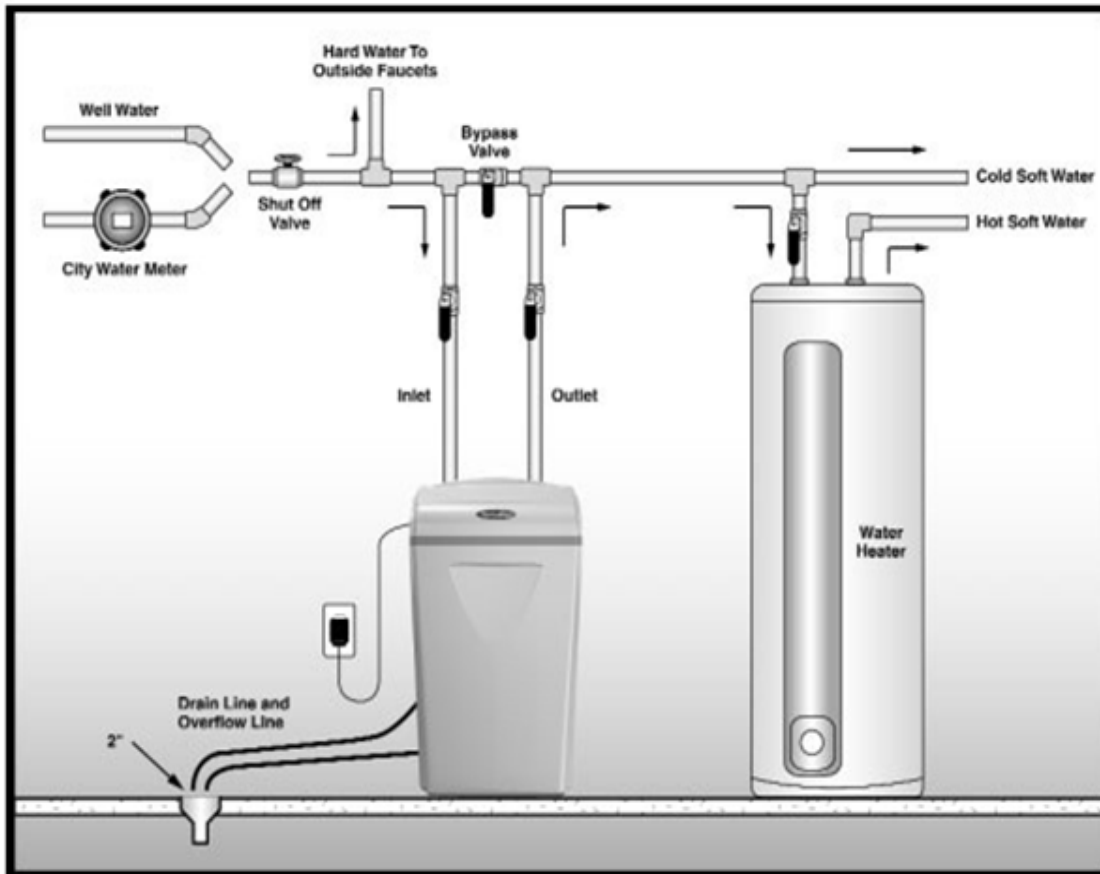
- b. To check for a leaky toilet, squeeze a few drops of food coloring in the water inside the tank. Wait 30 minutes. Do not use or flush the toilet during this time. If the food coloring ends up in the bowl, there may be a leak in the toilet. See the illustration below for more details.
- c. To check for a malfunctioning water softener, see the illustration below.
- d. Check your billing period, as it may include outside water usage. Toilets are the most common kind of water wasting leak.

How to Locate A Leak

If the leak detector on the meter is turning and no one in the home is currently running water, there is a leak in the plumbing. If you notice a leak, get it fixed to conserve water and avoid increases in water bills. Leaks can occur in many different areas and generally the significant leaks are not easily visible. The most common leaks are with toilets and water softeners. With a toilet, some models have a rubber flapper in the water tank that opens when flushed. As that rubber flapper ages, it may crack or no longer seat correctly, allowing water to seep into the bowl and down the drain. As the water level drains down in the tank, the toilet automatically refills. Thousands of gallons of water can be lost from each month from a leaky toilet.



Another area for a significant leak is a water softener. Softeners need to be set correctly and will “regenerate” on regular basis as needed. Please refer to an owner’s manual for proper settings to ensure it is functioning correctly. All water softeners will have a drain hose going to a nearby drain as shown by the diagram below. Water will typically only flow down the drain when the softener is regenerating. If the drain hose has water constantly running it is malfunctioning and needs repair. There is a potential of a very substantial amount of water that would be leaking down the drain if the softener is not working properly.



11. Why is my water pressure low?

Many factors, such as line maintenance or the flushing of hydrants and water lines, could cause low water pressure. A plumbing leak on the property, a water softener with blocked lines, a leaky sprinkler system, or even a house valve that has been turned off accidentally, can also contribute to low water pressure in a home. The inadequate pressure at a faucet may result from clogs and corrosion in pipes and in-line devices, or from low water volume or delivery pressure. Only after determining the cause can the solutions be evaluated.

■ Causes and solutions for low water pressure:

- a. If the problem is limited to a fixture, try unscrewing any in-line device (such as a faucet aerator or showerhead) by hand or with pliers, and rinsing off or replacing clogged or corroded screens and parts on in-line device.
- b. If the problem is that the supply lines feeding a branch is too small, increase the pipe size.

- c. If the problem is inadequate flow to the entire house, increase the size of the main supply pipe from the water meter to the house. This might occur when new fixtures are added to an existing system.
- d. If you suspect a problem with the water softener, start diagnosing it by putting it on bypass so that the softener is not affecting water flow.
- e. Also, check with the neighbors to see if they are experiencing the same problem. If the neighbors are okay, then the problem is most likely within your plumbing. If the neighbors are having the same problem, please call the city at 952-448-5353.

12. Why is my water discolored?

Discolored water can be caused by many factors including: a change in the flow of water in the system caused by construction in the area, operation of a fire hydrant, natural ground movement, and adding additional pumping capacity to the water system.

▪ **What to do if you have discolored water:**

- a. Turn on a cold water tap and let the water run for a few minutes. A basement faucet or outside faucet is preferable.
- b. If the water isn't clear, turn off the tap, wait 30 minutes, and try again. Discolored water usually doesn't last long. If the water still isn't clear after two or three hours, contact the city and, if possible, keep a sample of the discolored water.

13. How do I cancel my utility bill service?

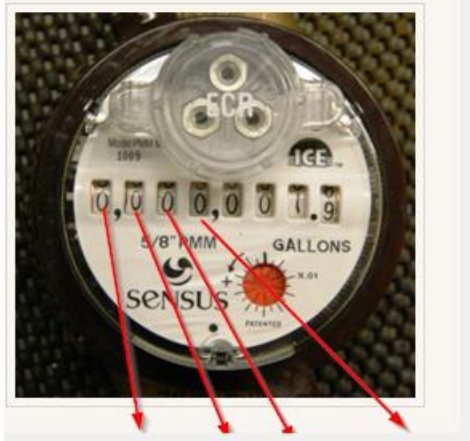
Please complete an Application for Utility Change/Transfer and return it to the city to arrange for a water meter reading for the final water and sewer bill. The application is on the City's website, www.cityofcarver.com. A copy can also be requested by emailing befta@cityofcarver.com, or by clicking the email link on the City's website. If you have further questions, contact the Utility Billing Department at (952) 448-8729.

14. Water Meter Location/Reading

Sensus Style Meter

The meter shown is generally located in the utility room or the basement of the home.

To read the meter for usage, use the first four digits of the 8 digits. To get a better understanding, read all 8 digits for a week. The meter will make sense after recording for a week. After recording the meter reading, take two consecutive days and subtract the previous day's reading from the current reading. This will indicate the number of gallons of water used during that reading.



Leak Detection Dial.

1,000,000 100,000 10,000 1,000

If a number is recorded in one of the above digits, it is reading in that increment. The City only reads in the thousand-gallon measurement; usage is applied to the account after it has reached the thousand-gallon mark. For example, if the meter read the first four digits of 0 0 2 1 yesterday and today it was reading 0 0 2 6 this would indicate that there were 5,000 gallons of water usage.

Leak Detection: The small red dial on the lower right of the meter register is used for leak detection. Turn off all water inside and outside the home, including water-using appliances. Observe the leak detector dial for movement for at least 10 minutes. If the indicator is moving when all the water is off, there may be a leak. Malfunctioning toilets are the most common source of water leaks.

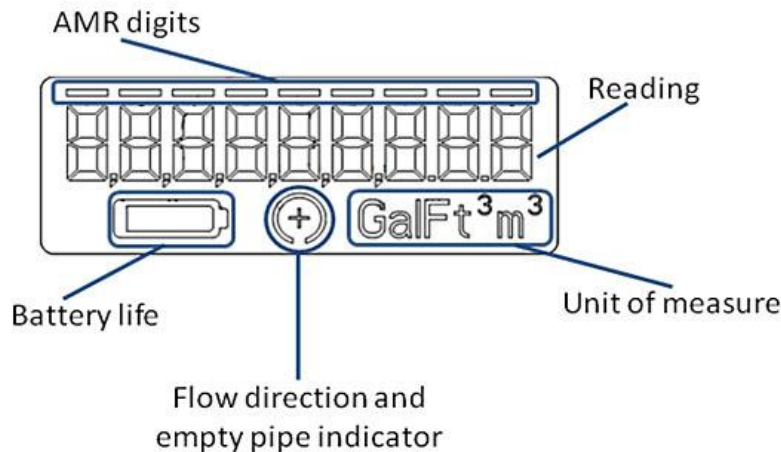
Sensus IPerl Water Meter, Style

Read this meter the same way as the above meter (using the first four digits). Open the meter door to read the meter numbers, and make sure to read the numbers that have a dash above them.

See following page for meter samples.



Leak Detection: To check for leaks, use the Flow Direction/Empty Pipe Indicator. If there is a plus sign in the middle of this circle, water is passing through the meter (see diagram below).



The ninth number on the far right can also be monitored to check for leaks (see diagram above). For example, if the number rotates from 0 to 1, that's equivalent to 1 ounce of usage. Turn off all water inside and outside the home, including water-using appliances. Observe the Flow Indicator and last digit of the display above for movement for at least 10 minutes. If the Flow Indicator or last digit is moving when all the water is off, there may be a leak.

Do you still have questions?

Please call the Utility Billing Department at (952) 448-8729, email befta@cityofcarver.com, or click the email link on the City's website.