

# YOUR UTILITY BILL DEMYSTIFIED

Clear away the fog surrounding the water tier structure, learn how your rates are calculated, and get help reducing your use to keep your bill low.

## WATER TIERS MADE CLEAR

Based on single-family lots within city limits.

### TIER 1 INDOOR WATER USE

Tier 1 reflects the amount of water allotted for your home's indoor use. This is based on the monthly average amount of water used in your household between the months of November and February. This is called your Average Winter Consumption (AWC).

*If your use hasn't exceeded your AWC, your rate will be \$5.54 per 1,000 gallons.*

### TIER 3 HIGH LEVEL WATER USE

If your bill shows that you are in Tier 3, your use has exceeded the amount of water that has been allocated for outdoor use.

*If your use exceeds your AWC plus your MOA, you will be charged a rate of \$8.30 per 1,000 gallons.*

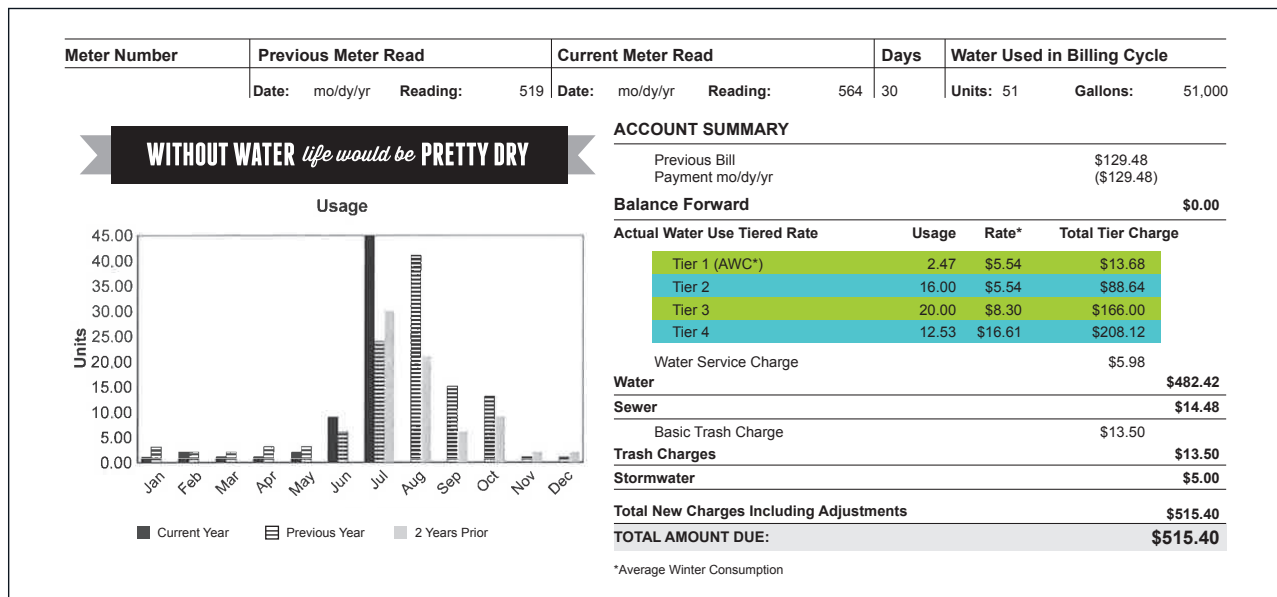
### TIER 2 OUTDOOR WATER USE

Your outdoor water use is allocated using a Monthly Outdoor Allowance (MOA) of 20,000 gallons. This is the amount of water needed to sufficiently water an average-sized yard in Thornton.

*If your use hasn't exceeded AWC plus your MOA, your rate will be \$5.54 per 1,000 gallons.*

### TIER 4 EXCESSIVE WATER USE

If your water use exceeds your AWC (indoor allocation) plus two times your MOA (outdoor allocation) you will be charged a rate of \$16.61 per 1,000 gallons.



## WHY USE TIERS?

Staying within the average tier structure can help you use water more efficiently and it allows you flexibility to adjust your usage habits. Tiered Rates are based on the average amount of water needed inside your home and on the amount of water needed to sufficiently water the average size lawn in Thornton.



## BILL ON THE RISE?

If you're in Tier 3 or 4, it could be due to hidden leaks in your plumbing or sprinkler system, inefficient watering practices or a large lawn.

## WATER WISER AND WATCH THE SAVINGS ADD UP

### HERE'S HOW:

- № 1** Set your irrigation controller to Cycle & Soak only twice a week.
- № 2** Use the Thornton Watering Guide to adjust watering times monthly.
- № 3** Install a smart sprinkler controller and save even more with a rebate.
- № 4** Give your lawn an H<sub>2</sub>Overhaul by transforming a portion of your lawn into a water-wise landscape with low-water plants.
- № 5** Water during cooler hours of the day.

## KEEP YOUR BILL IN CHECK

### STAY ON TRACK.

By creating a profile at [Thornton.WaterSmart.com](http://Thornton.WaterSmart.com), you can pay attention to how many gallons you've used each month and compare it to your usage history via the included graph.

### PRACTICE SAVING.

Turn off the faucet when you brush your teeth, only do full loads of laundry, upgrade to a WaterSense toilet, and convert one zone of your landscape to a water-wise garden.

### FLUSH OUT HIDDEN WASTE.

If you experience a sudden spike in water use, could have a leak or sprinkler system issue. Learn how to locate it by watching Hidden Waste DeMISTified at [ThorntonWater.com](http://ThorntonWater.com).



## WHERE THE DOUGH FLOWS

Your monthly payment helps build and maintain the city of Thornton's storage reservoirs, treatment plants, pump stations, underground pipes, and the delivery of clean water to your home.

Monthly service charges cover the cost of administrative services such as meter reading and monthly billing.

## FINE TUNE YOUR FLOW WITH HELP FROM THE PROS

**VISIT [THORNTONWATER.COM](http://THORNTONWATER.COM) FOR PROGRAMS THAT CAN HELP YOU MANAGE YOUR WATER USE.**

**QUESTIONS ABOUT YOUR WATER BILL? CONTACT UTILITY BILLING AT [UTILBILLING@CITYOFTHORNTON.NET](mailto:UTILBILLING@CITYOFTHORNTON.NET) OR 303-538-7370.**