

Water / Sewer Utility - FAQ

Q. What is my billing cycle?

A. Customers are sectioned into four primary groups (known as Cycles 1 through 4), with varying read and bill dates.

Manual Read Meter (old meter)

Prior to July 1, 2020, for customers with manual meters, the goal was to capture the consumption on a meter every three months. Based on when the Meter Reader captured a meter’s consumption, a billing date would not necessarily correlate with the read date.

Ex.	Read Date	Consumption	Bill Date
	11/01/2019	25cf	11/14/2018
	01/07/2019	21cf	02/13/2019
	04/02/2019	30cf	04/30/2019
	06/27/2019	31cf	08/12/2019
	10/30/2019	38cf	12/19/2019
	<i>Estimated amount</i>		03/15/2020
	03/25/2020	50cf	06/10/2020

2019 Consumption

04/02/19	30cf
06/27/19	31cf
10/30/19	38cf
<u>03/25/20</u>	<u>20cf (50cf/5months)</u>
119cf	

After July 1, 2020, for customers with manual meters, the goal will be to capture consumption monthly. Again, based on when the Meter Reader captured a meter’s consumption, a billing date may not necessarily correlate with the read date. However, the “read date” versus the “bill date” is expected to be shortened. Some customers may experience what is thought to be an abnormally high bill, which includes a catch-up of consumption to bring the account current.

Ex.	Read Date	Consumption	Bill Date
	03/25/2020	50cf	06/10/2020
	06/05/2020	28cf	07/10/2020
	07/05/2020	10cf	08/10/2020
	08/05/2020	10cf	09/10/2020
	09/15/2020	11cf	10/10/2020
	10/08/2020	9cf	11/10/2020
	11/05/2020	11cf	12/10/2020
	12/05/2020	10cf	01/10/2020

2020 Consumption

03/25/20	30cf (50cf/5months)
06/05/20	28cf (catch-up)
07/05/20	10cf
08/05/20	10cf
09/15/20	11cf
10/08/20	9cf
11/05/20	11cf
12/05/20	10cf
119cf	

AMI Meter (new meter)

Prior to July 1, 2020, for customers with new meters, consumption was recorded and billed every three months. The first time receiving a bill with a new meter may seem higher than normal. This is due to a “catch-up” of consumption not previously billed on the old meter.

Ex.	Read Date	Meter Read	Bill Date
	07/06/2020	13,100gal	07/08/2020
	04/20/2020	4,020gal	04/28/2020
Final Old "I"	03/28/2020	25cf	04/28/2020
	01/03/2020	15cf	03/12/2019

Shown as one line on the bill
4,045 Consumption

Q. What is meant by “real-time” meter activity?



A. The Meter Replacement Program began with a Propagation Analysis that predicts coverage results within the Township based on the number of Collectors installed and whether the meter transmitter is installed inside the home or on an outside wall.

Based on the size of the Township’s 12.43 Area Square Miles and elevation, it was recommended to install three Collectors on existing municipal sites and have the meter transmitters installed on the outside wall of a home, unless prevented. The anticipated result was projected to yield 99.27% coverage rate on a routine basis in fifteen-minute intervals. This served as a guide in the procurement process to construct three Collectors at the beginning of the project.

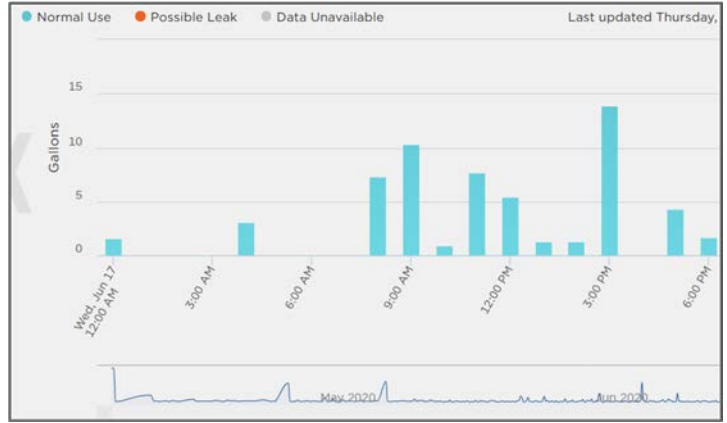
Near the completion of the Meter Replacement Program there will be a follow-up to the study to evaluate if additional Collectors are needed, or if any transmitters that have been installed within a home or on an outside wall need to be relocated so that it may transmit a read on a routine basis. A copy of the report is available on the Township website under the Department Water.

All that said, not every meter may be transmitting (or uploading data) on one of the three Collectors at a fifteen-minute interval during this stage of the project. Consumption is billed against property based on water that has flowed through the meter, regardless of when it is recorded. To avoid receiving a high bill when a valid read is discovered and collected, it’s important to communicate with Township officials if no read is being recorded on your account.

While information is uploaded in real time intervals into the Neptune System, the data is only uploaded into the Watersmart portal every 24 hours. This means that while a municipal official may view in real-time activity by logging into the Neptune software, customers viewing their account in Watersmart will have access to meter activity up-to-date, except for the current day’s activity.

Q. Why does the graph in my Watersmart account show high consumption last quarter?
For customers with new meters, consumption is uploaded daily into Watersmart. Old meters do not transmit data into the system. Information from a manual read is uploaded when a read is recorded, and the system attempts to spread this information based on trends. "Inconsistent History" will be displayed to let the customer know information is not necessarily reflective of monthly activity.

Display with New Meter



Display with Old Meter

