



Frequently Asked Questions

UNDERSTANDING YOUR WATER AND SEWER BILL

Willard Water Department

CONSUMER INFORMATION SHEET

1.1.2023

Billing Department
419-933-2581

Water Department
419-933-4001

Water Pollution Department
419-933-7515



The City of Willard Billing Department is always happy to help you with any questions or concerns you may have about your monthly water and sewer bill. Some of the most common questions we receive are answered below.

When will I receive my water/sewer bill?

Bills are issued on a monthly basis. They are sent out by the billing company near the 1st of each month. If you do not receive a water bill for some reason, it is still your responsibility to pay your bill.

What time period does the water/sewer bill cover?

The consumption period dates (Reading Date From and Reading Date To) are located on the front of your bill. Due to the amount of time it takes to read all the meters, you generally receive a bill for the water and sewer that you used two weeks after actual consumption.

When is my bill due?

Your water bill is due on the 18th of each month. A 10% penalty will be applied to any unpaid portion of your bill. An additional late fee of \$30 will be added if your bill is not paid by 8am on the 24th of the month. If the 24th falls on a weekend, holiday, or a Monday, please refer to the adjusted due date on your bill.

Autopay note: If you opt-in for autopay, your bill is paid on the 10th of every month or the closest business day to the 10th.



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How can I pay for water/sewer bill?

In person, at City Hall (631 S. Myrtle Avenue) by using the walk up window inside City Hall or the Drive-Thru window (8am—4:30pm).

Online, a link can be found on the homepage at www.willardohio.us. A service charge of 3% plus \$1.25 is required.

By phone at 833-277-0391. A service charge of 3% plus \$1.25 fee is required.

Night Deposit Box, located inside the foyer at City Hall.

What are the fees and charges for?

Balance Carried Forward: This is the amount if your previous bill was not paid in full. The amount remaining gets carried to the next month.

Water: This is the fee for water usage and is shown in whole units (see units). It is dependent on the amount of actual water you use every month. This fee is used to pay for supplies and chemicals to treat the water, utility costs at the water plant, the personnel that handles billing, the workers that maintain and repair our water distribution system, and the personnel that run the water treatment plant.

Sewer: This is the fee for sewer usage. It is dependent on the amount of water you use every month. This fee is used to pay for the use of supplies and chemicals to treat the sewer, utility costs at the sewer plant, the personnel that handles billing, the workers that maintain and repair our sewer distribution system, and the personnel that run the sewer treatment plant.

Recycling: This is a set fee paid every month that pays for a general recycling program for Willard residents. The recycling area is located at 7 B&O Pike East. We accept pre-sorted materials by bin type. The recycling area is open and unmanned 7 days a week from 8:00 am to 5:00 pm.

Water Capital: This is a set fee paid every month for previous and future capital improvement projects to our water distribution system. This could include such items as painting a water tower, upgrades to the water plant, or installing a new water main.

Sewer Capital: This is a set fee paid every month for previous and future capital improvement projects to our sewer distribution system. This could include such items as upgrades to the sewer plant or installing a new sewer main.

What are units?

The City measures your water usage in whole units. One unit is 1,000 gallons of water. Your bill shows the whole units (rounded down) used for the billing cycle. For example, if your bill states you used 3 units of water, you would have used at least 3,000 gallons but not more than 3,999 gallons. Any amount of water used over the whole unit would be carried forward to the next month's billing cycle. This is one explanation of why your bill may vary from month to month.

What is a normal water/sewer bill?

Studies have shown that each individual in a household may use between 25 to 80 gallons of water per day depending on various factors (see how to save water below). Our average water bill for a residential account is between 3,000 to 4,000 gallons used per month.

Why is my water bill so high?

High or increased consumption or usage:

Having children or adults that are home more will likely result in increased usage. For example, Covid caused some people to work from home or kids to be home from school causing more water use.

If someone visits or stays with you for an extended period of time, that can result in increased water consumption.

Seasonal Considerations:

Sometimes additional water is used to fill pools, wash cars, or water the lawn in warmer months. Also, additional showers may be taken with increased activity. When it is colder in a home, sometimes people take longer hot showers to warm up.

Water Leaks:

Even the smallest of water leaks can cause your bill to quickly increase. Water at 40 pounds of pressure and 1/16" leak wastes approximately 600 gallons in 24 hours. A 1/8" leak under the same pressure leaks about 2,500 gallons in 24 hours.



Toilets:

Toilets are typically the most common cause of high-water usage. You should periodically check the water tank to ensure that the "flapper" completely closes. The "flapper" is typically a rubber gasket that allows water to "flush" into the bowl when the handle is depressed. A moderate leak may result in approximately 12,000 gallons of water being used in one month.

Also, check the water level in your tank. If you hear water constantly running from your toilet, check the overflow tube to make sure water is not running into it. If this is the case, your water level is set too high.

A few drops of food coloring or water dye in the tank can allow you to see if water is seeping into the bowl during unused hours. Allow the dye to sit for 30-40 minutes before checking. If the color shows up in the bowl without flushing, your toilet is leaking.



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Why is my water bill so high?

Water Leaks continued:

Dripping Water Faucets— One hundred drips per minute can waste up to 33 gallons per day or a total of 1,000 gallons per month. Water dripping or running from the showerhead when the shower is turned firmly off is usually caused by a bad gasket or seat that needs replaced. Also, check for leaks from the tub faucet when a tub shower is on. This leak will defeat the purpose of a low-flow showerhead because the water you save with a low-flow shower is lost from the tub faucet.



Pipe Joints— Remember that pipe joints can be areas of leaks as well. Not all pipe joints are visible and leaks can go unnoticed for a long time if they occur in areas such as crawlspaces, under porches/structures, and underground.

Faucets Left On— Remember with kids that sometimes outdoor and indoor facets do not always get shut off completely.

Why did my water/sewer bill increase?

Water and sewer are vital to our community's quality of life and economic vitality. The water and sewer capital funds represent the City's ongoing progress toward ensuring a sound, financially sustainable utility system that will provide safe water and sewer systems for today and future generations.

The City of Willard's utilities provides critical core services to our community in support of public health and safety. Every year a detailed study with the EPA is completed on the water and sewer systems to ensure they are being properly maintained and sustainable for today and the future.

Operating and capital funds are used to maintain and renew the water and sewer systems. Operating funds include routine maintenance and repair work that allows the water and sewer system to perform smoothly. Capital funds include upgrades to the water and wastewater treatment plants and improvements to the water distribution system and to the wastewater collection system to ensure reliable service now and in the future.

After reviewing the annual study, the City may recommend increases in operating rates, capital rates, or both to maintain the quality of our water production or sewer treatment. These proposed changes are presented to Council and go through a legislative process where they are either voted for or against.

How can I investigate if I have a water leak?

Customers may check if there are any leaks in the house by visually inspecting the meter. Confirm that all sources of water use are shut off, and then observe your meter. On the top of the meter there is a counter. If the counter is moving and all your water is shut-off, you likely have a water leak. Investigate it further or call a plumber if you need additional help.

What are some ways I can use less water?

Turn off water when brushing your teeth or shaving. This can save 10 gallons per person per day!

Use a water-efficient shower head. You can save 10 to 15 gallons of water per shower. Taking quicker showers also will help. With 4 people you can save 1,500 gallons a month.

Wash full loads of clothes and dishes. High-efficiency clothes and dishwashers use less water as well.

Washer: Saves 15—45 gallons of water per load.

Dishwasher: Saves 5—15 gallons per load.

If you follow the recommendation to scrub your hands with soap for at least 20 seconds, you could save at least 6 gallons of water per day by turning off the tap while you scrub.

Install a high-efficiency toilet. This can save up to 20 gallons per person per day.

Use a watering can to water plants. Mulch around plants to hold water into the soil for longer periods of time.

Use rain barrels or a catchment system to capture valuable rainwater from your roof. Plants also prefer untreated water, so your garden will be healthier while you reduce your water bill.

Fit household faucets with aerators. A simple low-flow aerator saves water by reducing the pressure of the water, restricting flow.

Keep a bottle of drinking water in the fridge. Running tap water to cool it off for drinking water is wasteful.

Do not defrost frozen foods with running water. Either prepare in advance by putting frozen things in the refrigerator overnight or defrost them in the microwave.

Whenever you are taking a shower, don't waste the cold water while waiting for hot water to reach the showerhead. In a container/pail, catch the water to use to water outside plants, or to flush your toilet. This could save 200 to 300 gallons every month.

Avoid toys that need constant running water. Rather, use a little pool to enjoy water outside.





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How much am I paying for water? (1 unit = 1,000 Gallons of water)

Rates effective 1/1/2023

Water & Sewer Rates inside the City (3/4" Meter) / Water Rates outside of the City (3/4" Meter)

Units Used	Water (inside/outside)	Sewer (inside city charge only)	Water Capital (inside/outside)	Sewer Capital (inside city charge only)	Recycling (inside city charge only)	Total Bill (inside/outside)
0-1	9.05/18.10	8.95	12.75/13.25	14.20	.20	45.15/31.35
2	14.45/28.90	17.90	12.75/13.25	14.20	.20	59.50/42.15
3	19.85/39.70	26.85	12.75/13.25	14.20	.20	73.85/52.95
4	25.25/50.50	35.80	12.75/13.25	14.20	.20	88.20/63.75
5	30.65/61.30	44.75	12.75/13.25	14.20	.20	102.55/74.55
6	36.05/72.10	53.70	12.75/13.25	14.20	.20	116.90/85.35
7	41.45/82.90	62.65	12.75/13.25	14.20	.20	131.25/96.15
8	46.85/93.70	71.60	12.75/13.25	14.20	.20	145.60/106.95
9	52.25/104.50	80.55	12.75/13.25	14.20	.20	159.95/117.75
10	57.65/115.30	89.50	12.75/13.25	14.20	.20	174.30/128.55

Inside City: First 1,000 gallons \$9.05, next 249,000 gallons \$5.40, next 250,000 gallons \$4.50, over 500,000 gallons \$2.70.
Sewer is \$8.95 per 1,000 gallons in town.

Outside City: First 1,000 gallons \$18.10, next 249,000 gallons \$10.80 next 250,000 gallons \$9.00, over 500,000 gallons \$5.40.
Sewer is \$12.50 gallons outside of town. Sewer capital is \$16.95 outside of town.

FUTURE WATER CAPITAL PROJECTS

Water System Improvement Project	\$7,000,000
Park Street Waterline Improvement	\$767,000
Pleasant Street Waterline Improvements	\$129,000
Laurel Street Waterline Improvements	\$329,000
Woodland Avenue Waterline Improvements	\$86,000
Howard Street Waterline Improvements	\$320,000
Perry Street Waterline Improvements	\$82,000
US 224 Water Tower Painting & Maintenance	\$750,000
S.R. 103 Water Tower Painting & Maintenance	\$525,000
New Bulk Water Station	\$150,000
Water Meter Replacements	\$150,000

FUTURE SEWER CAPITAL PROJECTS

WWTP Belt Press	\$370,000
WWTP Rehab & Maintenance Projects	\$520,000
Lagoon Expansion	\$3,750,000
Sewer Line Cleaning	\$300,000
Various Sewer Line Repair projects	\$100,000
Lift Stations SCADA Upgrades	\$80,000
Biosolids Recycling Equipment	\$360,000
Jet Vac Truck	\$500,000