

TROPHY CLUB MUNICIPAL UTILITY DISTRICT

Winter Averaging FAQ's



Winter Averaging helps residents save money all year long. Every winter the District averages the water you use from December through February. That average determines your monthly wastewater charge. Doing this in winter makes sure we only charge you for water that goes into the wastewater system, not for outdoor watering. Reducing your water use now will help you save money on your bill the remainder of the year.

HOW IS WINTER AVERAGING CALCULATED?

Every year your residential winter average is determined by taking your average household water use during three consecutive billing cycles in December, January, and February.

WHY DOES THIS HAPPEN DURING THE WINTER?

Winter months are used because they provide a more accurate picture of the amount of water used in your home that goes directly into the wastewater system. Summer water usage is higher because of outdoor water use like watering grass, filling swimming pools or washing your car. That water will soak into your yard or drain down the road.

WHEN DOES IT TAKE EFFECT?

Each year the newly calculated wastewater average will replace the current rate in March and be reflected on the April 30th Utility Bill.

HOW CAN I LOWER MY WASTEWATER BILL?

Conserving water during the averaging period is the best way to lower the volume of wastewater you will be billed for each month. Turn off your sprinklers, run dishwashers only with a full load and check toilets for leaks. In addition, any outdoor watering during the winter will be included in your calculation. Avoid outdoor watering while plants and grass are dormant.

WHY DO I PAY FOR WASTEWATER?

Water and wastewater are separate services. After the water you use goes down the drain, or is flushed, it is transferred to our lift stations and then pumped to the District's treatment plant. The wastewater must be treated before being released back into the environment. Your wastewater charges cover the operations and maintenance for these services.

I MOVED TO A NEWLY BUILT HOME WITH NO USE HISTORY. HOW WILL MY USE BE DETERMINED?

New customers who do not have a historical winter average will be assigned an interim wastewater average of 7,000 gallons until the following winter average can be calculated.

WHAT IF I HAVE TO FILL A POOL OR HAVE A MAJOR LEAK DURING WINTER AVERAGING MONTHS?

Please email us at info@tcmud.org if you will be filling a pool or experience a major leak during the months of December, January, and February. Customers must provide supporting documentation of repairs to leaks or supplies purchased. This includes paid invoices and/or receipts. Once the documentation has been reviewed, we can calculate an adjustment to the average.

WHAT IF I STILL HAVE QUESTIONS?

Call us at 682-831-4600 and we will be happy to assist you.