



Dear Valued Customer,

Thank you for your patience during these unsettling times. In response to your inquiry, the Kent County Water Authority (KCWA) has completed a comprehensive review of your account, and we have determined that your bill is correct (Please see attached Investigation Report and “Understanding Your Bill” document). Enclosed with the report are the water usage amounts from the last 18 quarterly billings cycles for comparative purposes to past years/quarters. Quarterly bills received in September, October, or November are usually elevated because of summer usage. Comparing the Spring quarter to the Summer quarter typically can result in a bill that is double or more depending on your water use. To get a true sense of your normal water use for the bill, you must compare the same quarter from prior years. Some meters in this last billing cycle had over 100 days of use which can also represent itself as a higher than normal bill. Furthermore, due to factors such as drought conditions and more at-home usage due to the COVID-19 pandemic, Summer 2020 water production in the KCWA service area was particularly higher (220 million gallons) than previous summers. KCWA is not alone, Providence Water also has shown some of the highest water demand in recorded history. Also, if you recently had your meter changed, the new meters read 8-10% on average more accurately than old meters. If you currently do not have a new meter, the review was based on individual old meter readings during normal billing cycles. If you have a new meter, it has the capability to store historical consumption; and, the data use patterns can be provided in graphic format for a more visual and clear understanding. The old meters do not have this capability; however, for those customers who have the new style meter in place or recently installed, a Datalog Report within the attached final Investigative Report.

Datalog retrieval method

- Each day, the new water meters store reading information every 15 minutes for 96 periods per day.
- The meter stores 90 days of this detailed usage information which can be retrieved by KCWA staff and presented to the customer as a graph—referred to as a Datalog Report.
- The Datalog Report shows daily use in cubic feet.
- If the bar is red, this indicates a volume of water greater than 0.01 cubic feet per minute flowed through the meter for at least 50 out of 96 measurements in each day. **This is potentially indicative of a leak but does not necessarily mean that you have leak.**
- If you believe you may have a leak after reviewing the datalog, please contact our office. We understand how disconcerting this can be and are here and happy to provide you with further assistance to try to determine the cause. Customers can always check the attached “Understanding Your Bill” or <https://kentcountywater.org/learning-center-conservation.aspx> for specific advice. We can also deliver dye tablets to detect if you may be experiencing a toilet leak.

The KCWA meter change out program started in August 2019. The program involves changing out 25,000 meters sized two inches and less (i.e. most household meters). To date, KCWA has replaced just over 15,000 meters in the system. The new meters are all factory tested and certified and exceed industry standards for accuracy before each shipment. Each meter has an accuracy test tag attached to it when received. The meters being replaced are between 20-30 years old and are the same meters are used by other water authorities throughout the country. The usage measuring technology is the same on the old and new meters. The measuring device does not move unless water moves through it. As with any mechanical device, meters wear out over time and need to be replaced. The new meters also more accurately measure low flows. Therefore, on average, the new meters more accurately measure water usage by 8-10%. It is our goal to go to monthly billing once all the new meters are installed. More frequent meter reading coupled with new reading software will allow the staff to identify problems and proactively communicate back to the customer, so the bill does not get out of hand.

To help our customers during this time, KCWA is offering flexible interest-free payment plans. Also, we are waiving, indefinitely, all credit card fees and electronic fees to those customers who would like to make a payment on our website or by telephone. KCWA is a nonprofit public benefit corporation. Effective September 1, 2020, KCWA has also reduced its rates by 15% for customers that have a meter sized two inches or less. For any further inquiries, please contact customer service during normal business hours M-F 8:00 AM to 4:00 PM at (401)821-9300 or email at customerservice@kentcountywater.org If you are not satisfied with our findings on any billing disputes, you may file a formal complaint with the Division of Public Utilities and Carriers. No account gets shut off while a bill is being disputed. Thank you.

Very truly yours,
Kent County Water Authority

PO Box 192
West Warwick, RI 02893-0192
401-821-9300
www.kentcountywater.org

UNDERSTANDING YOUR BILL

Q: My current water bill is considerably higher than my last bill. Why is my bill so high?

A: You likely used more water than you did the last quarter. Quarterly bills received in September, October, or November are usually elevated because of summer usage. Comparing the Spring quarter to the Summer quarter typically can result in a bill that is double or more, depending on your water use. To get a true sense of your normal water use for the bill, you must compare the same quarter from last year. Furthermore, due to factors such as drought conditions and more at-home usage due to the COVID-19 pandemic, Summer 2020 water usage in the KCWA service area was particularly higher than previous summer quarters. Also, if you recently had your meter changed, the new meters read 8-10% on average more accurately than old meters.

Q: How is my water consumption calculated?

A: All meters in the KCWA service area register in cubic feet. One billing unit equals 100 cubic feet. For example, if you used 15,400 cubic feet that would equal 154 billing units. 154 billing units multiplied by the rate is the billing amount for water used. One cubic foot of water equals 7.5 gallons.



Q: What is a consumption adjustment?

A: A consumption adjustment appears on a bill when a meter gets changed out at your home or business. The consumption adjustment is the water that had registered on the old meter the day it was removed.

Q: How can I know how much water I used?

A: The only accurate way to monitor water usage and calculate the amount of water you have consumed is to monitor your meter



Typical Residential Meter Installation

reading from the indicator on the face of your meter. Digital meters require a flashlight to be shined on the dial to activate the digital dial for you to obtain a reading. We take an actual reading of your meter quarterly utilizing an outside reading device or radio frequency. That

is the reading that appears on your quarterly statement. You can compare that reading to the one indicated on the face of your meter to ensure the reading is comparable. Keep in mind that water consumption continues between the reading date on the statement and the date you receive the statement in the mail. The statement reading should be less than yours because of the time lag between when we take the reading and when you receive your bill.



Q: How could I have used this much water?

A: If you are questioning your billed consumption, check the reading on the water meter located within your home to confirm that the reading obtained by the Authority is accurate. Also, check to see if you have a water leak somewhere in the house. To do this, first make sure all water use within the home must be off, such as the faucets, dishwasher, washing machine and all other water-using appliances, including ice-makers. Locate your water meter and determine what type of meter you have. There are two meter face styles. Our meters are either analog (i.e. the old meters) or digital (i.e. the new replacement meters). The digital radio meters will show a faucet image to indicate a leak and must be activated by pointing a flashlight on the register. The analog meters read like a car odometer. If all water use in the house is turned off, the dial should not be moving. If it is still turning, you may have a leak.



Unrepaired Leaks Can Be Costly Water Loss in Gallons at 50 psi

Leak this Size	Loss per Day	Loss per Month	Loss per Year
●	120	3,600	43,200
●	360	10,800	129,600
●	693	20,790	249,480
●	1,200	36,000	432,000
●	1,920	57,600	691,200
●	3,096	92,880	1,114,560
●	4,296	128,880	1,546,560
●	6,640	199,200	2,390,400
●	6,984	209,520	2,514,240

Five Gallon Bucket Test: A simple test to check your meter for accuracy is with a five-gallon bucket. First, make sure no water is running and take an initial meter reading, as discussed above. Second, fill up the five-gallon bucket in your tub or anywhere that can accommodate the height of the bucket. Lastly, take a final reading from the meter and subtract it from the initial reading. Five gallons of water should equal 0.66 cubic feet.



Q: Who do I contact if I have questions about my bill?

A: For inquiries about your bill, please contact customer service during normal business hours M-F 8AM to 4PM at (401) 821-9300 or email customerservice@kentcountywater.org. You can always find helpful information by going to our website www.kentcountywater.org.



**KENT COUNTY WATER AUTHORITY
METER AND BILLING
INVESTIGATION REPORT**

Name REDACTED FOR PRIVACY
Service Location REDACTED, Coventry RI
Account# 108820
Serial # 1565075086
Meter size 5/8"

Was the meter recently changed out	YES	NO	2/25/2020	<i>(see attached)</i>
Final read @ changeout	359,172		2/25/2020	
Read previously billed 12/24/19	358,300			
Total consumption on old meter	872			
Read on new meter	532			
Consumption billed	1,404	Cu. Ft	<i>Billed 4/30/20</i>	
Read on 6/17/20	2,380			
Consumption billed	1,848	Cu. Ft	<i>Billed 7/30/20</i>	
Read on 9/28/20	7,900			
Consumption billed	5,520	Cu. Ft	<i>Billed 10/31/20</i>	
Read on data logger on 9/28/20	7900.57			<i>(see attached)</i>
Read on data logger during investigation 11/17/20	9203.85			<i>(see attached)</i>
Consumption used 9/28/20 - 11/17/20	1,303	Cu. Ft	<i>Consumption not included in this billing</i>	

Data Logger Explanation:

The Neptune R900 meter stores information up to 90 days of hourly consumption. The information can be downloaded to be viewed in cubic feet per hour or per day.

The graph presented represents daily use in total cubic feet.

A red bar on the graph indicates that the account has been flagged to have an intermittent leak or continuous leak. An intermittent leak is defined as continuous flow for 15 minutes for 50 out of 95 measurement intervals in a given day.

A continuous leak is defined for as continuous flow for all 96 measurement periods.

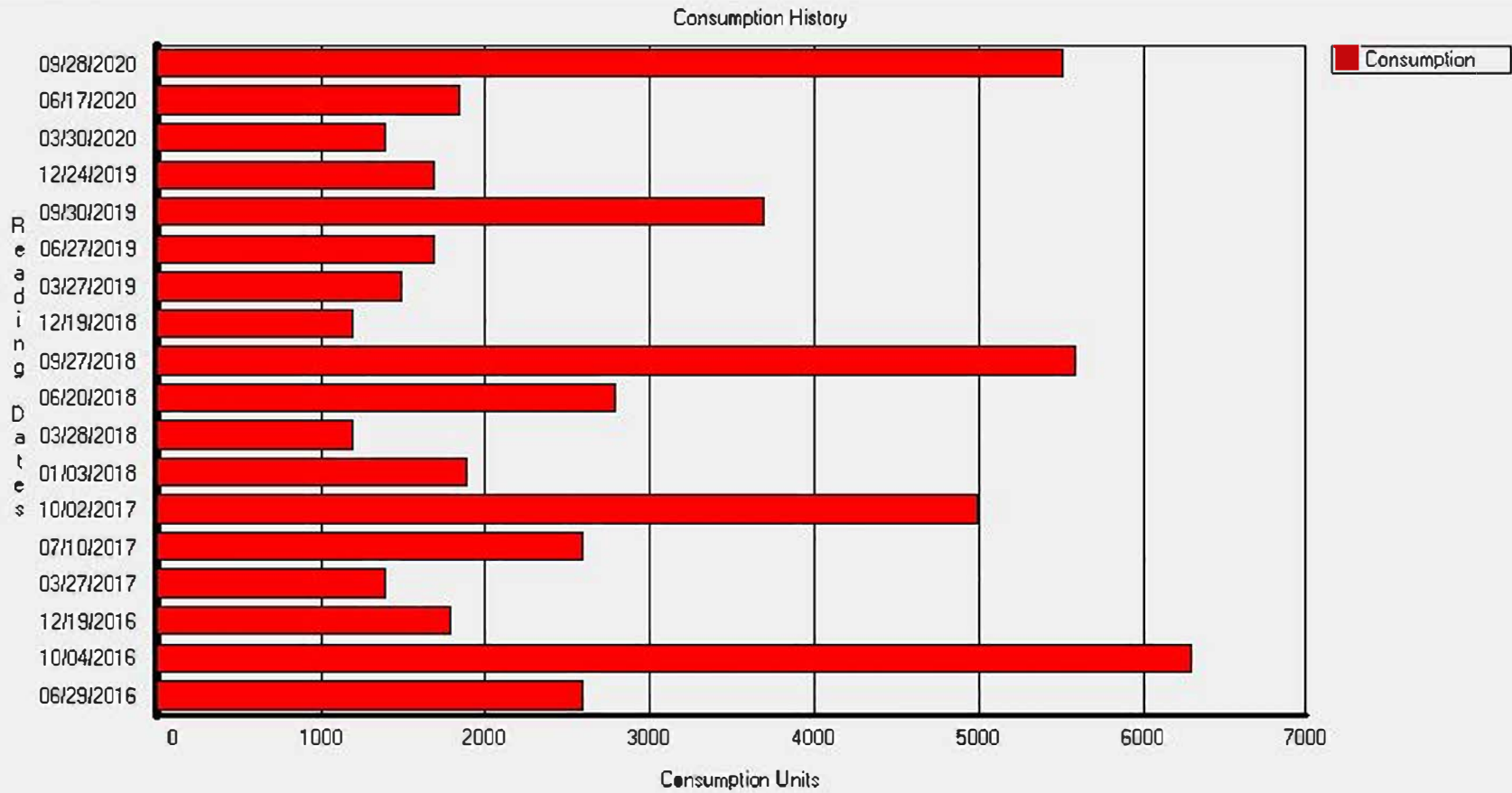
A blue bar represents normal use.

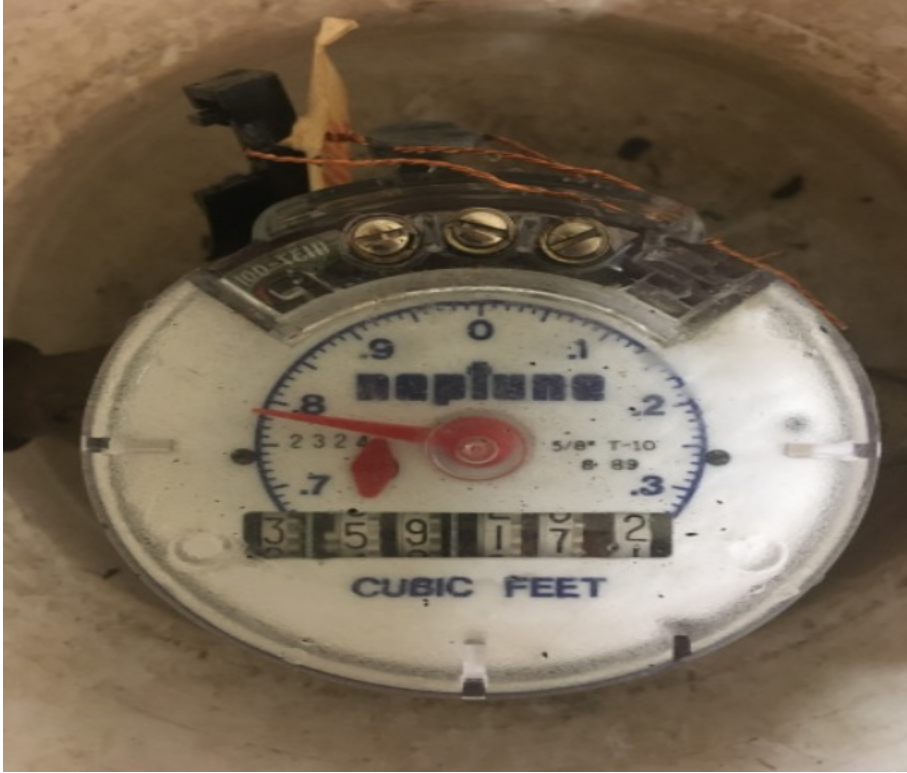
A yellow bar represents partial data collection on a given day. Usually at the start and the end of a data log interval.

A gray bar indicates that there was reverse flow through the meter of 0.1 cubic foot. This is often the result of when a customer does not have a backflow preventor installed and they have an expansion tank on hot water systems causing small intermittent backflow conditions through the meter. Backflow conditions are a public health issue and should be addressed by a licensed plumber.

KCWA HAS DETERMINED YOUR BILL IS CORRECT

Customer ID 108820 **Customer Name** REDACTED FOR PRIVACY
Location ID 108820 **Location Addr** REDACTED





Old meter



New meter

 11


Book Number

 104

Email Address



Property State

 RI

Old Meter Size


 5/8" - Ext R900

Reading: Historical - Low




New Meter Serial Number

 39322723

 BAYLOR DR

Route Number

 B10 Small



Installed By

 Aidan McEvoy

Property Zip Code

 02816

New Meter Size

 5/8 x 3/4 

Reading: Historical - High


 352900

New Radio Serial Number - High


 1565075086



Customer Name

 *****

Visit Date


 02/25/2020 9:57 AM

Serial Number Old Meter


 17494031

Reading: Meter Change Out Low



 108820


Phone Number

 Redacted


Property City

 Coventry

Serial Number Old Radio - High

 108820

Reading: Meter Change Out High

 359172

E-Coder R900i Data Logging Report
MIU#: 1565075086 for 08/13/2020 - 11/17/2020 - 5/8" - 1" T-10, CUBIC FEET

