



Aurora Water Billing and Customer Service
15151 E Alameda Pkwy #1200
Aurora, Colorado 80012
303.739.7388

Dear Aurora Water customer:

Welcome to Spring!

Every April, Aurora Water recalculates the Winter Quarter Average (WQA) for water accounts. The WQA is based on your indoor water consumption from December through February (reflected on your January, February, and March bills). This change can be seen on the sewer usage charge located in the **Current Charges** section of the water bill and will be in effect for a year until the WQA is recalculated the following year.

Are you a new homeowner? Did you head south for the winter? If so, your WQA, along with a few other different account types, will be calculated as listed below:

- **Any residential customer with three months of no consumption** – Accounts are reviewed by billing staff and set to an average rate of 2.0 units.
- **New residential builds** – 5.0 units will be the average set until a WQA is established in the upcoming year. On new residential customers, the WQA will be brought forward from the previous owner when the property is simply changing ownership.
- **New commercial customers** – WQA will be based on a typical WQA relative to meter size.
- **Multifamily customers** – The WQA will be 5.0 multiplied by the number of units; for example, a duplex would be 5.0 multiplied by two, a fourplex would be 5.0 multiplied by four, etc. On multifamily accounts, the current WQA will be brought forward from the previous owner when the property is simply changing ownership.
- **Irrigation accounts** – No WQA will be assessed on the account if strictly used for outdoor use.

Please contact our office with any questions or concerns at 303.739.7388 or email us at aurorawater@auroragov.org.

Respectfully,

Aurora Water Billing and Customer Service