

# FREQUENTLY ASKED QUESTIONS

## 1. HOW CAN I FIND MY LEAK?

A leak can occur anywhere there is plumbing. The best way to look for a leak inside your home is to locate your water meter. The only thing that makes the dials on your meter move is water. If you see the dials spinning, wobbling, or ticking then water is moving through your meter. Here are some common causes of leaks:

- Toilets with a “silent” leak (interior tank seal allows water to drip through)
- Toilets that occasionally continue to run or run on and off
- Malfunctioning water heater, water softener, or humidifiers connected to your water service.
- Inside water faucet that does not turn off completely
- Outside water spigot with a slow drip

If you discover a water leak, you will need to have the leak repaired by your landlord, a plumber or yourself. The Water Department does not repair water leaks that occur inside your home unless it is the actual meter leaking. A small drip can increase your water bill substantially when left untreated.

## 2. HOW LONG CAN I GO WITHOUT PAYING MY BILL BEFORE YOU SHUT MY WATER OFF?

A customer must be 60 days past due or have 3 months’ worth of bills past due before we disconnect your water. If your water is disconnected, you will need to pay your account in full plus a \$30.00 reconnection fee before your service can be reactivated.

## 3. DO I GET MY DEPOSIT BACK?

Your deposit stays on your account until you close your account. We will apply your deposit to your final bill. If there is any remaining balance left over then we will send you a refund check. Landlords who pay deposits where the account goes in and out of their name will have their deposit put on hold until they no longer own the home.

## 4. WHY IS MY NEIGHBOR’S BILL LOWER THAN MINE?

Houses do not use water, people do. Everyone has different water habits. A larger size family tends to use more water than a single person would. Some families are more conservative than others so you can never compare your water bill to your neighbors.

## 5. WHY DO I HAVE LOW WATER PRESSURE?

Low water pressure can be caused by a few reasons. A water softener can be the cause. Sometimes if you bypass the softener it can resolve the issue. The age and condition of your private plumbing can affect your water pressure as well. Lastly, if your curb stop has been closed and reopened recently then there is a slight possibility that the valve is not opened all the way.