



What if I think I have a leak?

1. First check your meter and make sure the numbers are not changing or the red arrow is not moving while you're not using the water. If your meter box has water in it you will need to scoop out the water. If anything is moving and you're not using the water then yes you have a leak. Call a plumber immediately.
2. Also there are dye tabs available at the office to test for a possible toilet leak.
3. 3. If you see evidence that you have a leak and the leak has been repaired.
 - a. Please notify our office you have had a leak and it is being fixed. We will need the dates of when it started and when it was fixed.
 - b. Bring or send us a copy of your contractor's bill. If you fixed the leak yourself please bring or send copies of your receipts.
4. We will look over your account and gather a 12 month average of your water usage. We will take that number and multiply it by 4.
5. If your leak water usage is larger than this amount we can adjust your account. You still pay for the water used just part of it is calculated at our cost so you get a break on the payment.
6. If your leak water usage is not larger than 4 times your monthly average we can discuss payment plan options if needed.
7. If you are sure that the numbers are not moving on the meter please call the office. We will send out one of our operators to check the meter. The leak may be on our side of the meter and it will not affect the meter reading.