

MY BILL IS HIGH AND I DON'T THINK IT'S MY PROBLEM?!

We are always glad to double-check your account regarding questions about your bill. Here are a couple of things you can do to help us with your account.

1) I don't think they read my meter correctly?

Each month we read nearly 7,000 accounts during the first 5 days of each month. Approximately 2,000 are read by radio and 5,000 are read by a person.

Radio read meter accounts are recorded by a computer and record usage every hour of every day for three months. Manual read meter accounts are recorded by hand and are recorded only once per month.

All accounts (radio and manual) are initially recorded and then all are double-checked based on the usage. If the usage is greater than 2.5 times the average, the account is noted and checked for a 3rd time in the field. An account with an "abnormal" usage is noted at the home with a yellow card in mailbox or door.

2) I think my meter is reading too fast.

The useful life of a meter is typically 15 years. During that time, the meter can begin slowing down or even completely stop. But as for reading too fast, it is physically impossible for the components of the meter to do this. (Meters are like humans, as they get older, they slow down).

3) Your office asked if I had a toilet running to cause the bill to be higher. I don't have any toilets that are running and they can't cause my bill to be that high!

A running toilet can use up to 200 gallons per day.

Taking a bath can use up to 70 gallons per day.

Taking a 5-minute shower can use 10-25 gallons per day.

4) Even if I have a toilet running, how can I find out for sure?

Two things that typically go bad causing your toilet(s) to leak:

a) The plastic valve can go bad and water runs the overflow

b) Flopper hangs on the chain or does not seal with bottom of bowl.

5) I don't know how to check those things so how else can I do it?

To check a leaking toilet, take the ceramic lid off the back of the tank and add Kool-aid or food coloring. Wait a couple of hours to see if any of the coloring goes into the bowl. If the water in the bowl changes color, then the valve or flapper is leaking. (You may have to repeat several days because of slight pressure fluctuations and usage in your home can cause the valve and/or flopper to not work properly....especially when you are not paying too close of attention).

How to read my meter and look for a leak...See back of this sheet

6) How can I tell if I have a leak by just looking at my meter?

First, make sure NO water is on inside your home.

Second, go to your meter and look at the slow leak indicator (small triangle).

If this is turning, then there is water going through your meter to somewhere inside or outside your home.....a leak.

7) If my slow-leak indicator is turning and I know all the water is OFF in my house, how do I tell where the leak is?

First, go to the main shut-off valve in your home and turn it off.

Second, go out to your meter and look at the slow-leak indicator.

If it is turning with the water OFF, you have a leak BUT you have narrowed it down between the shut-off valve and the meter.

If it is NOT turning with the water OFF, your leak is somewhere after the shut-off valve (in the house).

Slow Leak Indicator (small triangle)

Every meter is equipped with one but it may vary by location on the meter. It may also be a different color.



Dials used for determining your usage each month. We do not read the last two numbers on the far right.

Your usage is determined by simple subtraction:

Current month minus last month then add two zeros.