

TROUBLE SHOOTING GUIDE

Problem - No water.

1. First make sure that someone has not turned the water off to your house or apartment. Building codes require that a valve be installed in your water line at a point before it enters the house. This valve is usually located next to the house under an outside faucet between the house and the water meter. The water meter is usually located in the street right of way in front or along side of the property.

2. Be sure that your water bill has been paid. We send out bills on or about the first of every month. The City turns off customers who have not paid their bill by the 25th of every month. To avoid a late penalty be sure to pay this bill no later than the 15th of the month.

3. If you are not sure if the bill has been paid call the City.

Problem - You see water coming from the ground.

1. You must determine where the water is coming from. If the water is coming from any point on the customers side of the responsibility line (see drawing on page 6), it is your, or your landlords, responsibility to repair the line. Remember, this water has already passed through the meter and you are paying for it. If the water is coming from any point on the City side of the responsibility line, you should call the City immediately.

Problem - Unusually high water bill.

1. Think back, you are billed for water after it is used. Your bill could be for water that was used as much as 6 or 7 weeks ago. Did anything unusual happen during that period of time? Did you leave a hose running for any length of time? Did you water the lawn or garden an unusual amount? Did you have any problems with your faucets or toilets? Do you suspect that someone may have used your water while you were not at home?

2. Check for unnecessary water usage. Do you have dripping faucets? Does your toilet have a leaking flapper valve? A good way to check to see if you have any of these problems is to check the flow finder on your water meter. First make sure that all water is turned off. Then go out to your meter and look at the glass portion. Locate the triangular shaped dial usually located near the center of the glass. This triangular dial measures about 3/8 of an inch on all sides and is the flow finder. It should not move if there is no water flowing through the meter. If it is moving, this means that water is being used somewhere, either in your lines or in your house.

3. Once you have determined that the flow finder is turning, you should then try to locate the source of the usage. We have found that the majority of these problems are caused by your toilet. Turn the water supply valve to the toilet off. This valve is usually located near the floor under the toilet tank. After you turn off this valve, go back out and look at the flow-finder on the water meter. If this was the problem, the flow-finder should have stopped turning. If it is still turning, go to the next toilet and repeat this procedure.

4. If you can not find any problems, the City will come and do a meter check. The first meter check is free. If your meter is determined to be accurate, you are charged for the next meter check if no problem is found. If you call a plumber and he determines that the problem is the responsibility of the City, **the City will not pay the plumbers bill.**

Problem - Sewer is backed-up.

1. If you have a drain that will not drain or a toilet that will not flush, you must determine who should be responsible for repairing the problem. If you have only one drain or toilet that will not work, and the rest will work, the problem is in your system and you or your landlord are responsible for the repair. If all the toilets and drains do not work, you may still be responsible. You should locate the sewer clean-out. This is usually a white or green pipe about 3 to 4 inches in diameter located near the property line. Once you locate your clean-out, remove the cap. If you see water standing inside of the pipe, this usually means that the problem is the City's responsibility and you should call us immediately. If you do not see any water, this usually means that the problem is your responsibility. Please refer to the attached CITY/CUSTOMER RESPONSIBILITY drawing.

2. If you can not locate your clean-out, call the City. If you call a plumber and he determines that the problem is the responsibility of the City, **the City will not pay the plumbers bill.**