

FREQUENTLY ASKED QUESTIONS

How do I check for a leak?

Water meters have a built-in leak indicator, shown as a red triangle. If all faucets are turned off and the indicator spins, there is a leak.

I have a leak, what should I do?

A leak between the meter box and the house is the homeowner's responsibility. Under certain circumstances, a one-time per year leak adjustment can be granted. Call your Customer Service Representative for more information at 409-296-3602.

Why is my bill high?

The most common reasons for high water bills are toilet leaks, sprinkler leaks and over watering.

My meter box is full of dirt - there is no way that they read the meter!

A meter reader will wipe the dirt or mud off the register to read the number. The area will quickly fill back in with soil after the reading is taken, or your meter maybe a radio read meter which means the meter reader does not need to get into the box to read the meter.