

## FREQUENTLY ASKED QUESTIONS

**Q: How do I check for a leak?**

**A:** 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 on the customer's side of the meter.

**Q: I have a leak, what should I do?**

**A:** 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 Customer Service for more information at 409-296-3602.

**Q: Why is my bill high?**

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

**Q: My meter box is full of dirt – there is no way that they read the meter!**

**A:** 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 may be a radio read meter which means the meter reader does not need to get into the box to read the meter.

**Q: Do I have to bring my current water bill with me if I am paying at the drive-thru window?**

**A:** Yes. We have signs up by the entrance to the drive-thru to remind each customer that they will need a current water bill. If you do not have your current water bill, then you must come into the office to make your payment.

**Q: Am I required to install a shut-off valve on my property?**

**A:** Yes. A Resolution was passed by the Board of Directors requiring all Customers to install a shut-off valve within two (2') feet of the water meter or before any branch off of the water service line on the customer's side.

If we receive a request to turn off the water service for any reason as a first-time request, the customer will not be charged for the turn off or the turn on. However, if for any reason after a first request we are asked to turn the water off or back on again, then the customer will be charged a \$25.00 turn off fee and a \$25.00 turn on fee from there on out.