

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 is still moving, 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 leak adjustment can be granted once every 12 calendar months, if eligible. Call Customer Service for more information at 409-296-3602.

Q: Why is my bill high?

A: If your bill is higher than normal, your usage has increased, but the most common reasons for high water bills are toilet leaks, sprinkler leaks and overwatering.

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: If I have a question about my water bill can I go through the drive-thru to ask any questions?

A: No. To be fair to all of our customers that are utilizing the drive-thru to pay their water bill, then you will need to come into the office to ask any questions or concerns that you may have about your bill.

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.

Q: If my water bill is due on the 15th of each month and this date over the weekend or a holiday, will I be charged a late fee?

A: If our office is closed on the date your bill is due, then payments received at our office on the next business day will not be charged a late fee.

Q: What do I do if I did not receive my water bill in the mail?

A: All water bills are due on the 15th of each month. If needed, you may call our office to get your balance due and then you may go to our website and choose to pay your bill or use the pay by phone option by calling 409-296-3602 and choosing option 4. We are sorry but our Customer Service Representatives are not able to take payments over the phone.

Q: Can I set up for my water bill to be emailed to me as well as mailed?

A: Yes you may. Go to our website at www.tbcd.org and click on **pay water bill**, create a log in, you will need your entire 15 digit account number, then select **manage account** and then select to **receive email alerts**.

Q: Can I sign up for just paperless billing?

A: Yes. If you log into your online account, look to the right hand side under notifications and click paperless billing. You will no longer receive a paper bill in the mail but instead will receive your bill through your email.

Once you have signed up, it will send you an email. If you do not receive the confirmation email, please check your spam/junk folder. If it is there, please mark it as a safe sender so that you receive your water bill in your inbox each month.

Q: What do I do if I have an emergency, such as a water leak or sewer backup after hours, weekends or holidays?

A: Call 409-296-3602 and choose option 1 to report your emergency to the answering service. If for some reason the phone number does not work, all staff phone numbers are on TBCD website at tbcd.org.

Q: How do we sign up for the Mass Communication System with TBCD?

A: You can either sign up through our Facebook page at Trinity Bay Conservation District (picture of our building) or on our website at www.tbcd.org.

The process to sign up is as follows:

- Do not use autofill.
- Fill in the information (First Name, Last Name, email, phone number) once you enter the phone number another box will be populated that says confirm by SMS/Text. Hit this button and it will send you a code via text to enter. Once you have entered the code then complete the remainder of the requested information (Service Address/Actual address being served by TBCD) and then hit Subscribe. You will then see it show Thanks for Subscribing. At this point you have completed the sign-up process.
- You will also see a proceed button but please do not hit the proceed button. It will take you to another screen that tells you to log in and to put in your password (which you do not have one). We are working with the company to have this removed so it will cause less confusion.

Q: Do you have any ways for us to be notified of important messages from Trinity Bay Conservation District?

A: Yes we do. You may go to our website at www.tbcd.org and sign up for our Mass Communication off of our homepage and we also have a Facebook page. If you have Facebook then go to Trinity Bay Conservation District (the one with a picture of our building) and like and share.

Q: If I am experiencing low water pressure, what should I do?

A: If you are experiencing low water pressure, first please check to make sure you do not have any leaks on your property. If you do not see any leaks on your private property then please contact our office at 409-296-3602 and report it. If it is after hours then again please call 409-296-3602 and choose option 1 to report your emergency to the answering service. If for some reason the phone number does not work, all staff phone numbers are on TBCD website at www.tbcd.org. If we are aware of the low water pressure on our system then we will send out a message through our Mass Communication System as well as post on our Facebook page. We monitor our Facebook page but we do not respond to the Facebook page. Again, all reports need to be called in as noted above.