

High Water Bills:

If you feel that your water bill is higher than usual here are a few suggestions to detect a possible leak inside the home.

Pick a time when you know that there will not be any water usage in the home (Afternoon, overnight or on a weekend when you will be away). Take a reading from the meter before you leave. This is the meter inside your home not the meter on the outside. Take another reading immediately upon returning. If the meter has any usage (numbers have changed) you have a leak.

Your toilet is the first to consider for the leak. In 24 hours a toilet can leak up to 2,500 gallons of water. There are times when you can hear your toilet 'running'; however the worst leaks are when you cannot hear it. Here are two ways to detect a leak.

To check for a leak caused by a ballcock that needs adjusting:

Remove the tank top. Sprinkle powder on top of the water and look to see if the powder drifts to the overflow tube. If it does your ballcock needs to be adjusted.

To check for a leak caused by a faulty tank/bowl seal or a flapper seal:

Pour a dark liquid (i.e., kool aid, iced tea, food coloring) into the tank. Wait a few minutes. If you can see the water seeping into the bowl this indicates that your seal needs to be serviced. Seals can get sand or dirt under them, which can cause water loss through a faulty seal.

Check for dripping faucets and or tubs. Outside faucets should be checked to make sure they are not running. Finally read your meter on a weekly basis to track your own water usage. If you need helping understanding the numbers on the meter, call the city offices and we can help you.

Non-Payment of Water Bills:

If your water bill becomes delinquent, the city may turn your water off until payment has been made to bring your account up to date. There is an additional charge of \$45.00 assessed to your account for the turn off and on charge. If the water is shut-off and remains off, the water bill may be placed on the homeowner's property taxes the following year, as a special assessment (Ordinance 11.1). Water bills always stay with the home and must be paid before a home is sold.

Turning on Water Supply

No water from the city water supply shall be turned on for service into any premises by any person but the Superintendent of Public works or some person authorized by him to perform this service. If your water has been shut-off the city is the only one authorized to turn it back on (Ordinance 11.1). This includes shut-offs, and work being performed by your plumber. Violators may be fined \$500 for this violation.

NSF Checks (Non-Sufficient Funds):

If a resident pays for their water bill with an **NSF** check and it is returned to the City, due to nonsufficient funds, your water will be shut-off until payment is made to cover all charges, including any additional ones we incur. Besides the original amount, these additional charges will include \$35.00 for the NSF check and \$45.00 for the Turn-off and on fee. These must be paid before service is restored. Payment will only be accepted by cash, money order or cashier's check. If payment is made before 2:30 pm, service will be restored the same day. If it is made after this time, service will be restored the following day in the morning. **If we receive**

three NSF checks from the same person, we will no longer accept checks for payment. All future payments must be made by cash, money order or cashier's check.

Extended Time Periods Away From Home:

If you will be leaving your home unoccupied for an extended period of time, **particularly in the winter**, i.e. (home is empty and for sale and your heat is off, or those residents that spend the winter months in a warmer climate) you may contact our water department to turn your water off for this time period and have garbage pick-up halted. There is a \$45 charge for turning the water off, and a \$45 charge to turn it back on, which will be applied to your next bill. If your water is turned off by the city, this will stop the bills from accruing and possibly stop your water pipes from bursting due to the extreme cold if the heat is off. For those residents selling their homes after they have already moved into their new residences (**particularly when it involves an out of state move**), turning the water off also ensures that water is not left running by prospective home buyers looking at the home and causing larger than normal water bills.

Finally, if you are relinquishing the home back to the bank (foreclosure/repossession) please let our water department know so we can shut the water off when you vacate the residence. Generally the electric and gas service gets discontinued before we are aware of the situation. This can stop extensive damage from occurring if the home has a water leak or the water pipes burst in your absence, especially in the winter months due to the lack of heat in the home.

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