

Question: What do I do if I am experiencing low pressure?

Answer: Check your personal cut off to make sure it is on. Next, check the curbstop valve in the meter box. If these are on, check the meter and surrounding area for possible leaks. Call our office and report low pressure for your area.

Question: Why does my hot water smell funny?

Answer: Most likely your water heater needs to be flushed. This should be done once a year. CAUTION: If you plan on doing this yourself, read the owner's manual to keep from being harmed and/or damaging the water heater.

Question: Why does my bill have a "previous balance" when I know I sent My Payment?

Answer: We may have received it after the due date or we may not have received it at all. Call our office and we will help you solve this problem.

Question: I couldn't have used this much water!

Answer: You may not have- numbers can be transposed or hard to read. We can fix it! Or you could have a leaky toilet that's difficult to detect. Just call the office we'll help you figure it out.