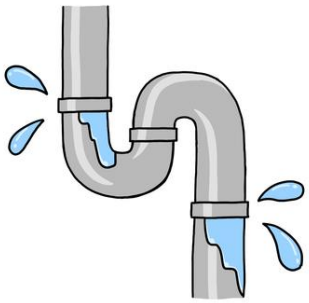






If your water/sewer bill is higher than normal, and you have not been using more water than usual, we recommend that you check all spigots, toilets and pipes for leaks. If you are unable to find anything leaking, you may want to contact a plumber for further investigation.

It is also a good idea to periodically check your toilets for leaks because many times you could have such a slight leak, that you can't detect it and you only realize it when you get your next water/sewer bill. To ensure there is no leak, squeeze a bottle of dark-colored food coloring into the tank of your toilet and swoosh around. DO NOT FLUSH THE TOILET. Let it sit for about 30 minutes, then look in the toilet bowl for evidence of any coloring trickling down the inside of the bowl. If you don't see anything, wait another 30 minutes and check again. Repeat 2 or 3 more times. Once finished, be sure to flush so it does not stain your toilet. We have found that about 90% to 95% of unknown leaks are from a leaking toilet.

If you find that you have a leak, and the water went down the drain into the sewer system to be treated, you are responsible for the bill. A payment plan could be requested to allow extra time to pay the bill. If the water did not go down the drain (ex., a burst pipe where the water went on the floor or a garden hose that burst and the water went into the ground), Council allows a one-time waiver request of **only the sewer portion** since the water did not go down the drain and did not have to be treated. There is a one-time $25 waiver request fee. To request a waiver of the sewer portion, the last 4 quarters of the sewer portion of your bills will be averaged, and the amount above the average sewer portion usage will be waived (less the $25 waiver request fee).