



STEPS TO TAKE IF YOUR WATER BILL SEEMS HIGHER THAN NORMAL

Increases in water consumption often times can be explained due to changes in tenant occupancy, laundry usage, and seasonal use such as garden/lawn watering and pool filling. Another reason for higher usage is of course leaking caused by dripping faucets (inside and outside) and toilets that continue to run after being flushed. Even a small leak can double or triple your bill.

Electronic readings are transmitted only 4 times annually to our billing system by the Water Division and records water that flows through meters located at your property. Between electronic readings, property owners should conduct their own inspection as register readings can be manually calculated to detect consumption changes and possible leaks.

To check for a leak, turn off all taps, irrigation systems, and sources of water use and locate your water meter which is usually in the basement. There is a white triangular spinner located on the center of most meters. If the leak indicator or register dials are still moving on your meter or you hear water running through the meter, you have a leak. It may be necessary for you to call your plumber if you cannot locate the leak.

If you need help to locate or read your meter and you did not anticipate significantly higher water usage during the past billing period, you may call 401-767-9298 to schedule an appointment for our Water Division Technicians to manually read your meter to ensure that you are being billed correctly.