

3.) Why is my water bill so high?

***Answer:** There is no one answer that can satisfy this question. There can be one or a combination of different reasons and sometimes it is very difficult to find the cause. Water personnel will do their best to help you find the source of the problem. The following is a list of the most common problems we see:*

- *Irrigation timers malfunctioning – They may reset to a default setting after a power outage. Make sure back up batteries are fresh.*
- *Over watering landscape – Excessive water runoff is a clear indicator of too much water being used. Local nurseries and hardware stores can usually help you determine how much water your landscape needs. Keeping the city’s watering schedule in mind.*
- *Leaks – Toilet leaks (running constantly), sprinkler valves leaking, swamp coolers leaking, faucets dripping, and wet areas on your property that never seem to dry up.*

- *One way to check to see if you have a leak is to look at your meter and see if it is equipped with a “leak detector”. With all the water off in your home and on your property, the leak detector should show no movement. If it turns, even slightly, it indicates that you may have a leak on your property.*



Leak Detector

- *Seasonal usage – Most people don’t realize how much more water is used during the hot months. Water usage can triple or even quadruple. Also, summertime usage is sometimes billed in October and November.*
- *Days in the billing cycle – The days between meter readings can vary on each bill. One bill may contain 50 billing days and another may have 60 billing days. The latter will have 10 additional days of water usage which will be reflected as a higher bill.*
- *Water softeners – They sometimes get stuck in the backwash stage or have other problems which waste water.*

** Uncommon Problems: Water theft and meters being misread.*

If you feel that your meter is not registering correctly, it can be tested in our shop for accuracy. The testing fee of \$35.00 is due upfront. If it is found that the meter is more than 3% fast or slow, the fee will be refunded. Meters tend to slow down over time. Older meters register less water than new meters.