

## **GENERAL METER INFORMATION**

Meters used by the City measure water by cubic feet (1 c.f. = 7.48 gallons). Meters are located in a meter box in the ground, usually in the front of the property along the right of way.

### **What Could Have Caused My High Water Usage?**

High water usage can have a variety of causes. The main causes for high water usage are additional household members, a tap left running, pressure washing, a running toilet or possibly a leak in your service line.

### **How Do I Determine if I Have a Leak?**

One way you can verify whether or not you have a leak is to locate your meter and note the reading on your meter. Use no water for 30 minutes – 1 hour and take another reading. If you have used no water (inside as well as outside the home) the reading should not have changed.

**\*NOTE:** It is not unusual for a meter dial to bounce back and forth, indicating small fluctuations of pressure in the water main and it does not indicate there is neither a leak nor a malfunctioning meter.

### **What is the most common causes of a leak?**

The most common cause of a leak is a running toilet, which can cause a significant amount of water to run through your meter.

### **Ok, I Have a Leak, What Can I Do?**

- The first thing you are going to want to do is to determine where the leak may be. Do you have a shut off valve to your home? If so shut off the valve and go back to your meter if water consumption is still being measured then you know the leak is somewhere between the water meter and that shut off valve. If not then the leak is somewhere inside your home.
- Next you will need to decide if you can fix it yourself or if you are going to need help.

### **Does the City of Fircrest Public Works Crew Provide Any Assistance?**

**YES.** If you determine there is a potential leak present you can call the City of Fircrest Public Works Department at (253) 564-8900 to schedule to have a member of our crew come out and meet with you to help answer questions and/or perform a free water audit.

**\*NOTE:** For low-income property owners, assistance may be available through Pierce County Community Action Minor Home Repair Program, call (253) 591-7038.

### **My Leak Is Fixed Do You Have a Leak Adjustment Policy?**

**YES.** If it was determined there was a leak and the leak has been repaired, whether by you or someone else You will need to submit the enclosed form along with documentation that the leak has been repaired by either a receipt from a store where you purchased a part(s), a bill from a plumber who repaired the leak or by a written explanation of how the leak was fixed.

### **Leak adjustments are granted on one billing cycle in a 12-month period.**

**\*\*NOTE:** Generally speaking, leaks in the service lines are an indication a pipe has deteriorated to the point where you can expect continued problems if the entire line is not replaced.

### **I Submitted My Information Now What Can I Expect**

In most circumstances once notification is received we will send a crewmember out to read your meter and verify the leak is repaired (to the best of their ability), one week later we will send the crew back out to read the meter again. The consumption consumed during that week will be used to determine what your average consumption

should have been had you not had the leak during the regular billing cycle, which is what will be used to determine the amount of the adjustment your account is eligible to receive.

**\*\*\*NOTE:** If you have submitted proof a leak has been repaired and are awaiting an adjustment you may want to pay your bill in full to prevent penalties from being posted onto your account. Penalties are posted on the 11<sup>th</sup> of each odd month and **CAN NOT** be waived for pending leak adjustments.

Please contact the Public Works Department with any questions or to schedule a water audit during regular business hours

**PUBLIC WORKS REGULAR BUSINESS HOURS:**

- Winter Hours: (October – April) 8:00 a.m. – 4:30 p.m.
- Summer Hours: (May – September) 7:00 a.m. – 3:30 p.m.

Sincerely,

Vicky Walston  
Utility Billing Clerk

Enclosure(s)