

FREQUENTLY ASKED QUESTIONS

Why is my water bill so high this month.

There are three reasons for a high water bill, they are rates, usage, or leaks.

- A. Rates: Water usage rates have not increased.
- B. Usage: Have you used more water this month as compared to previous months?
In summer months have you watered your garden more, washed your car?
- C. Leaks: If you suspect a leak, do the following.
 - 1. Check all faucets and toilets for any dripping. Even a small drip from a faucet can increase your water usage. Still think there is a leak go to No. 2.
 - 2. Call our system operator Dave Scholtz at 570-629-2981 to make an appointment to have him come out and shut off the water at the meter. If the meter is still moving after you have turned off all water sources in the house then you probably have a leak. There is no charge to the customer for this call. Dave will not go on your property to find the leak for you.
 - 3. Still have a problem, call a reputable plumber to find the leak. Call our operator to schedule an appointment to have the water turned off when your plumber is there. Have the plumber locate the leak. Dave will not go on your property to find the leak for you. There is no charge to the customer for this call.

If there is a leak in your water line the first place to check will be the connection of the water line between the new line from the water main and your existing water line. When the water line was put in the connection from new to existing water line was typically done at your well.

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