

DID YOU GET A HIGH WATER BILL???

To save yourself the cost of \$30 for VPWC to data log the water meter, listed below are a few things you need to do.

-Check the meter reading

Compare the reading on the meter to the current reading on the billing card.
(eliminate the last two numbers after the point - these do not show on the bill card)
If there is a discrepancy in the reading, please call the office immediately to have a meter reader come out and re-read the meter, your bill will be adjusted accordingly if the meter was misread. If we re-read the meter and the reading is correct, there may be a \$5.00 charge.

-Check to see if the numbers on the meter are increasing

Before checking the meter, make sure everything is shut off
(washing machine, dish washer, ect...)

If all water use devices are shut off and the numbers are increasing on the meter, water is going through the meter.

-You have a leak!!!

Once you determine you have a leak, you need to isolate the house from the property by shutting the water off going to the house.

Meter reading stopped increasing? The leak is either inside or under the house.

Meter reading still increasing? The leak is in the yard. Look for wet ground or green grass

-Do you have a drip system or automatic watering system?

Do you know how much water your plants are getting?

Read your meter before your systems turns on and again after it shuts off to determine how much water is being used.

-No leaks, No drip/automatic watering system problems!!!

If you are certain you don't have a leak and the water was not left running, you can call the office to request the meter be data logged. The meter keeps 45 days of consumption information.