

## **BEFORE YOU CALL**

### **NEW BILL IS HIGHER THAN NORMAL-**

\*Check your meter to see if it is turning. If you believe it was misread call in with reading for comparison. Check to see if any of your toilets are running.

### **LOW/NO PRESSURE-**

\*Check the meter to see if it is turning-you may have a leak.

\*If water pressure is normal at first then drops-your regulator may have failed. Have a plumber check it.

\*We could have a main break-check with your neighbor to see if they are experiencing this also.

### **TASTE/ODOR-**

\*Metallic-Certain medications can cause the taste.

\*Onion Odor-Refrigerator or faucet filters not maintained.

\*Tastes/smells like Chlorine-Not enough Chlorine residual in water-may need line flushed.

If water sets in home lines and ice makers is will become stale.

### **TASTE/ODOR CONTINUED-**

\*Sewage/Sulphur Odor-Floor drain or sink trap has dried up.

Garden hoses connected at exterior of the structure that has stale water is backing up into the house.

\*Ammonia Odor-Chlorine Dioxide from new structure construction or remodeling. Plug-in freshener dispensers.

\*Musty/old water odor-Water softener systems not serviced regularly. Garden hoses connected at exterior of the structure that has stale water is backing up into the house.

\*Odor in ice-Caused from open containers in freezer.

### **WATER COLOR-**

\*Black-Charcoal filters.

\*Brown-Anode rod in water heater. (Water temp set too low causing bacterial growth in water heater tank) Galvanized pipe.

\*Blue-Toilet tank tablets.

\*White Cloudy-Air