

Why did my water bill increase?

The amount of your water bill is based on the amount of water used during the billing period. If your bill increased it is likely due to increased usage. You may want to review your water usage practices (outside watering, kitchen & bathroom usage, clothes washing, etc.) to ensure appropriate usage for your circumstance.

It is very important that you are aware of your consumption. If you disagree or are unaware of the amount of water you are using, we suggest that you take readings on your meter to make sure that they are following in line with the readings printed on your bills. It is also important to be conservative with your water consumption. The average person uses over 50 gallons of water per day. Up to 2 gallons of water are wasted alone just by leaving the faucet running while you brush your teeth. If you brush twice daily, that equals 120 gallons per month. Now, you can multiply that by the number of people living in your home. There are many ways to conserve water, helping the environment and you wallet! Check out links on the City's webpage regarding "100 ways to conserve water" and "indoor water usage tips".

If you notice a significant change in your bill that cannot be explained by a change in water use, you may have a leak in your water system or some other problem.

You are welcome to contact the water billing office by calling 903-482-5426, if you have any questions regarding your water bill.

Did the City replace my water meter?

Yes, in 2015 the City began replacing every water meter in the City. The new meters will more accurately capture actual water usage, so you may see a difference in your usage before and after meter installation. Installation of the new meters will be an ongoing project.

Has the City tested the new meters for accuracy?

Yes, the City has tested several of the new water meters that have been installed and no defective meters have been found. Additionally, the meters are tested by the manufacturer prior to being sent to the City.

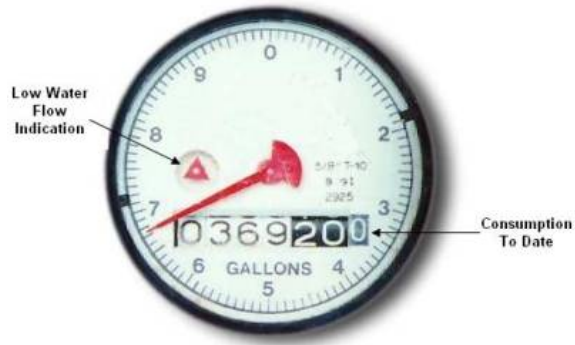
Could I have a leak in my system that is causing the added usage?

If you have an unexplained spike in your water usage, it may be an indication of a leak. Leaks commonly occur in water fixtures such as toilets and faucets. Leaky faucets are easily identified and you can check for a leaky toilet tank by placing food coloring in the tank and see if it changes the water color in the bowl. Leaks also may occur in the service line that supplies your home with water. Look for unusually wet spots in your front yard as an indication of a possible leak. If you have a leak you will need to contact a plumber to have it repaired. Be sure to save a copy of your invoice and contact the water billing office as the Master Utility Ordinance does allow for bill adjustments due to a leak.

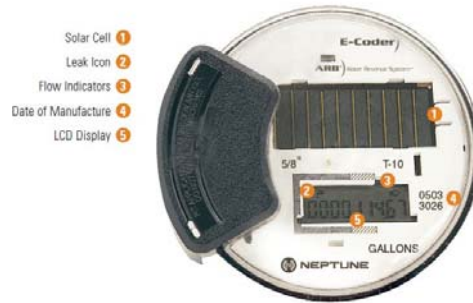
How do I read my meter?

You will have either a new digital meter or an analog meter. When reading your meter and/or tracking your consumption it is important to remember that analog meters have a stationary zero which indicates that the moving dials only move for every ten gallons that move through the meter.

Analog Meter



Digital Meter



Please remember, while the City encourages you to read your meter and track your consumption in an effort to conserve this precious resource you are not permitted to turn your water on or off at the meter. If damage is caused as a result of this you may be charged to replace the broken portions or the entire meter