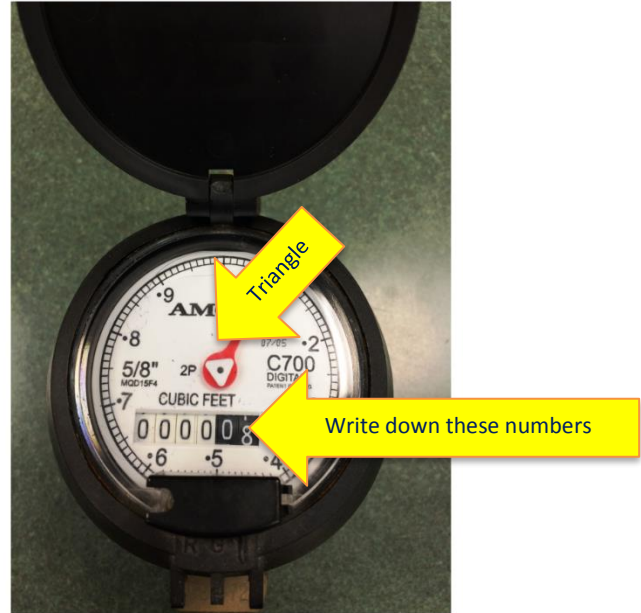


Water Usage FAQs - Is your new Utility invoice higher than normal?

Your water meter is inside your house, in your basement, normally in a corner that faces your street.

The top cover of your water meter flips up (see picture below). To check your meter for usage or a possible leak do the following:

- ❖ Do not use any water (meaning no sink, toilet flush, washing machine, dish washer, etc) and go to your water meter and check the white triangle in the center. If that triangle is moving, and you are not using any water, then you have a leak somewhere in your system. Contact your plumber.
- ❖ Please write down ALL the numbers you see under the word "cubic feet" and give the water department a call with that number to check usage since your last reading.



- ❖ The meter doesn't run unless water runs through it
- ❖ If a meter is starting to fail, it will slow down, not speed up. A failing meter will not increase your usage
- ❖ Water issues flowing through your meter are your responsibility. Please contact your plumber to give you house a check up
 - **Outside sprinkler systems** can have sprinkler heads that crack during winter months and can cause excessive water usage, and remember - that green lawn during this summer's drought will cause a great increase in your invoice.
 - **Do you have a bathroom or toilet you don't use as much?** You could have developed a leak. Less frequently used toilets can develop leaks in the tank and cause the toilet to run/refill when not in use. You will have to replace the kit inside the tank.
 - Visit the MWRA Conservation page for more tips or for water/saver testing products are available free of charge at: <http://www.mwra.com/comsupport/waterconservationmain.htm>
- ❖ **COVID-** People have been working from home and will naturally be using more water. Did you get a pool over the summer when you couldn't go on a vacation? Did you have a sprinkler running that you normally would not have done? COVID created extra laundry to be done and sanitized, extra house cleaning to keep everyone safe. Many things can, and would, have contributed to additional water usage at this time.
- ❖ Check for water flow through your meter - Stop running all faucets and appliances that use water, and then go to your basement, locate your meter, flip the top cover and watch the small white triangle in the middle. If water is not being used, the triangle will not move. If it is moving, the water is being called for somewhere in your residence. You will need to call your plumber to help you locate the leak.
- ❖ Check your current usage, by reading the meter in your basement (flip top of meter up and record all of the digits shown), then call 781.231.4137 with the reading. The Water Billing Department can counsel you, on how much you have used since the last reading done in February or August. PLEASE OBTAIN A WATER READING BEFORE THE METER TECHNICIAN CAN ASSIST YOU FURTHER