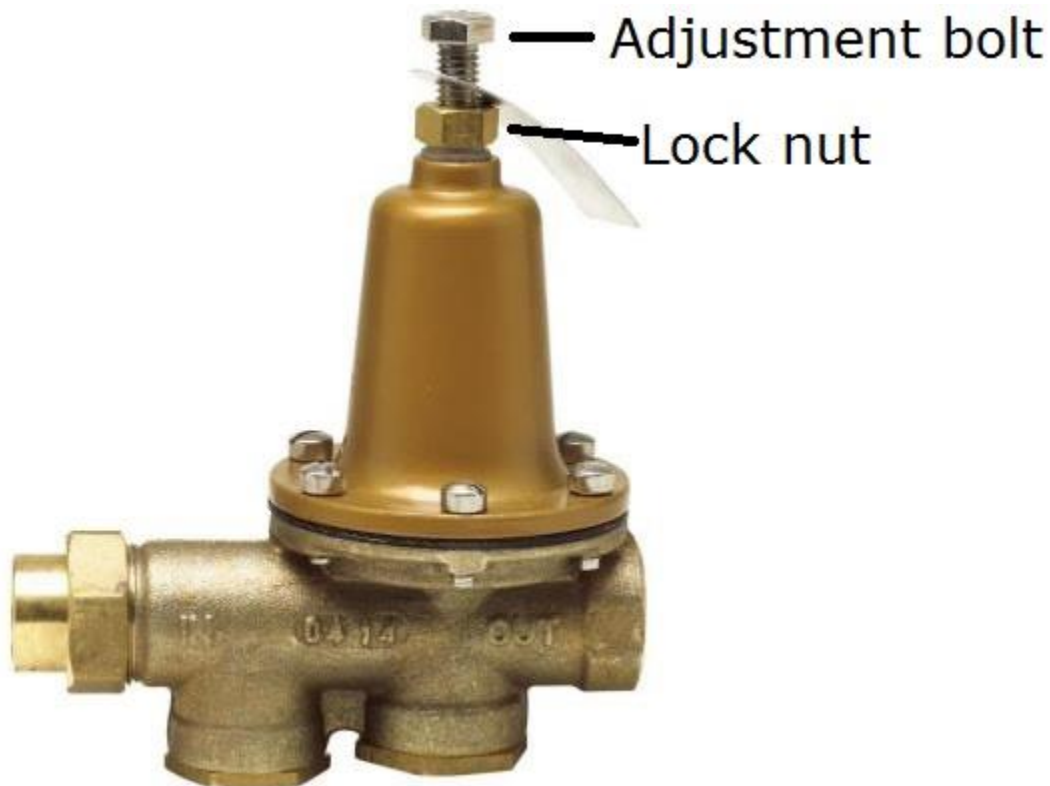


Public Information for Water Distribution Department

LOW WATER PRESSURE ISSUES

- If experiencing low pressure in the residence before calling the Water Department check to see if low pressure is at all faucets in the house.
- If only at 1 faucet, then it is a localized issue. Clean the screen for the faucet.
- If low pressure throughout the entirety of the house, do you have a PRV (Pressure Reducing Valve). If have a PRV check to see if operating/adjusted correctly. A PRV will fail over time.
- If do not have a PRV contact the Water Department. We will check pressure and GPM at the meter setter and then at the house. Once have findings will advise the customer if it is their issue or a city issue.



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

HIGH WATER PRESSURE ISSUES

- The water pressure in the distribution system is the pressure. It is not something that can be adjusted.
- It is recommended if a residence continuously experiences high pressure to install a PRV.

WATER METERS

- STARTING IN June of 2021 the Water department started replacing the older mechanical meters with ultrasonic meters. The ultrasonic meters are highly accurate.
- If the meter shows continuous usage for a 24-hour period a “Leak” code will appear on the display.
- If the meter shows “Burst” code it detects a high rate of continuous flow.
- If believe to have a leak check the meter first. If it shows a “Leak” or “Burst” code it is a customer issue.
- If the meter does not show a “Leak” or “Burst” code contact the Water Department to investigate the leak.

USER GUIDE

Date: Meter reading before change of meter:

flowIQ® 2100 is an electronic water meter with no moving parts. The meter requires no maintenance and can be remotely read by the water supply company.

The display shows the water consumption. Nine large figures indicate number of gallons or cubic feet. The last three figures may indicate decimals.

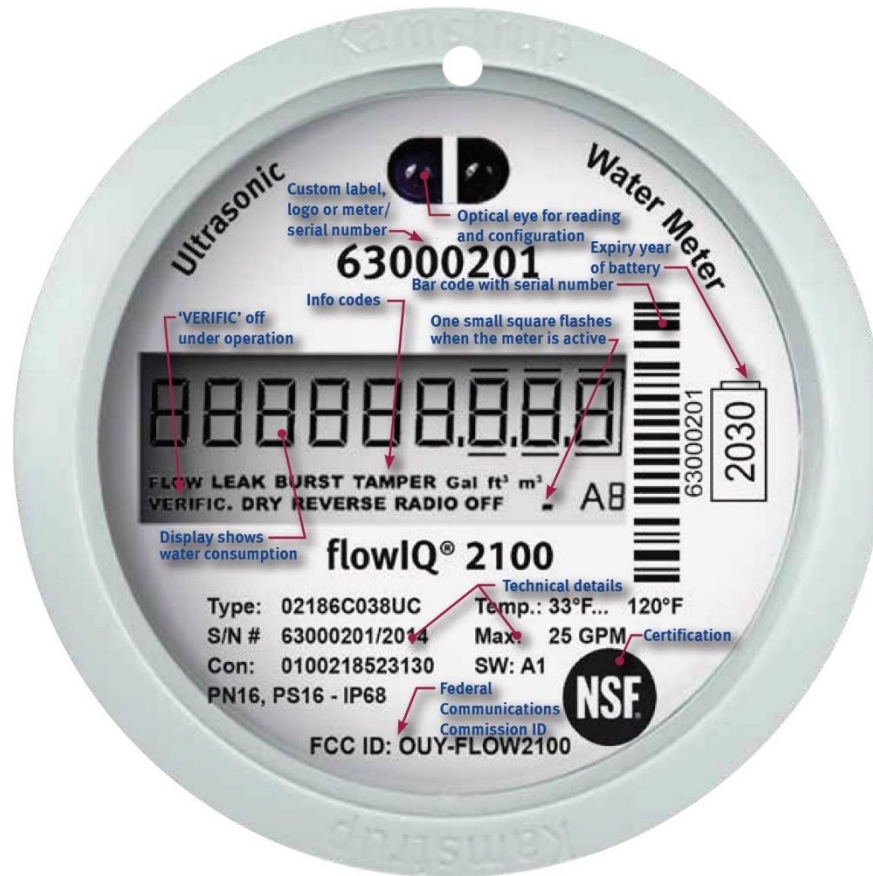
The info code 'FLOW' to the left is displayed if water is running through the meter. When the water is stagnant, the code is turned off. At the bottom right of the display, one square flashes indicating that the meter is active.

A number of info codes at the bottom of the display indicate extraordinary water consumption conditions. An active info code in the form of one of the following words flashes: '**LEAK**', '**BURST**', '**DRY**', '**REVERSE**' or '**TAMPER**'. The codes have the following meanings:

Flashing Info code:	Meaning:
LEAK	During the latest 24 hours the water in the meter has not been stagnant for minimum one continuous hour. This could indicate an untight faucet or a running toilet cistern.
BURST	The water flow has exceeded a preprogrammed limit for minimum 30 minutes which indicates a pipe burst.
DRY	The meter is not water-filled.
REVERSE	The water flows in the wrong direction through the meter.
TAMPER	Attempted fraud or tampering. The meter is no longer valid for billing purposes.

The info codes 'LEAK', 'BURST', 'DRY' and 'REVERSE' switch off automatically when the conditions that activated them have been remedied. In other words, 'LEAK' disappears when the water has been stagnant for an hour, 'BURST' disappears when the consumption falls to normal level, 'REVERSE' disappears when the water flows in the right direction, and 'DRY' disappears when the meter is filled with water. 'TAMPER', however, remains ON if there has been a tampering attempt.

55121456_A1_US_05.2014



RECONNECTION OF SERVICES AND FEES

- Water Service will be reinstated only during the times listed
 - Monday through Friday 8 am to 4:30 pm at a \$30 Fee
 - Monday through Friday 4:30 pm to 7 pm at a \$90 Fee
 - Saturday and Sunday (including Holidays) 8 am to 4:30 pm at a \$125 fee.
- The after-hours employee does not accept payment for a bill. Your bill needs to be paid online.
- When calling after hours have your confirmation number.

COLD WEATHER

- It is recommended that if temperatures will be below freezing for a period of time to have your cold-water faucet run. This will keep your pipes and meter from freezing.