

# Village of Palmyra – Water Utility

## Frequently Asked Questions

*Q: My water bill seems to be higher than normal. Why would it go up?*

A: Your water, sewer and stormwater bills are combined into one billed account. Periodic adjustments to one of the rates may be the cause. You could also have an unnoticed leak or use in your home, check the Water Utility page for a helpful flyer to find a leak. Higher bills may also be due increased use during the growing season for watering lawns and gardens.

*Q: I need to set up or close an account for billing, who do I contact?*

A: Contact the Village Clerk to set up starting and final readings, contact and billing information for your residence.

*Q: I have a pool that I want to fill, is there anything special I should do first?*

A: You may want to rent an auxiliary meter to fill it. If your pool is more than 4,000 gallons you will be able to save on the sewer charges. There is nothing that the Utility can do to credit your account once the pool has been filled.

*Q: I can't pay my bill in full by the time that it is due, what should I do?*

A: Contact the Village Clerk's office and tell them that you need to set up a Deferred Payment Agreement with them for your account. They will be able to set up payment amounts and dates that will allow you to pay off your balance.

*Q: I don't want to have to pay for sewer charges for watering my lawn and gardens, is there a way to get a credit?*

A: A second meter (*deduct meter*) needs to be installed in home and dedicated to only your outside faucets. This may require alterations to your plumbing before meter installation is done. The meter will deduct the sewer charge from your usage outside and you will be billed for all water used. This meter has a year round quarterly charge, so if you use more than 4,000 gallons in a year for watering you may see a benefit. Please contact the DPW for more information regarding deduct meter installation and charges.

*Q: What are my responsibilities as a homeowner for my water service?*

A: Homeowners are responsible for their service line from the shut off outside of the home to and throughout the home. The Utility will maintain the meter only in a home.

*Q: I have a leaking pipe in my house, what do I do?*

A: There should be two valves in your home near the meter, shutting one or both of these should shut the water off. If the leak is before the valves, contact the Utility so we can assist in shutting off the water outside of the house. You will then need to call a plumber or make the necessary repairs.

*Q: How do I know if my water is safe to drink?*

A: If for any reason the Municipal water is found to be unsafe to consume, the Utility is required to publicly notify residents of the condition. The Utility is regulated by the Safe Drinking Water Act to ensure the safety of customers connected to the Municipal water supply. Scheduling and testing requirements for the Utility is administered by the WIDNR. A copy of the latest Consumer Confidence Report is available on the Water Utility page, which summarizes the most current testing results.

*\*\*\* If you are a customer with a health issue and would like individual notification of specific testing results through our Emergency Response Plan, please contact the Utility to be added to our confidential contact list. \*\*\**

*Q: I am putting in a water softener, what is the hardness of the water in town?*

A: The results from our last testing of well water averaged 20-21 grains per gallon of hardness (*as calcium carbonate*). Iron and other factors can affect individual homes hardness content. Simple test strips are typically available from softener retailers and plumbers for testing your homes water to ensure you program accurate settings.

*Q: What is added to the water and why?*

A: The Utility adds chlorine and fluoride as it enters the distribution system. Chlorine is a highly effective disinfectant and added to ensure that any bacteria that may be in the water or the distribution mains are eliminated before it reaches your home. If you notice the smell of chlorine in the water and it bothers you, putting an uncovered pitcher of water for drinking in the refrigerator for 24 hours will typically remove any remaining chlorine smell. You may also choose to install a simple carbon filter in your home to remove all chlorine in the municipal water.

Fluoride is added to the water because it has been found to have health benefits on the development and reduces the rate of tooth decay. If installing a carbon filter in your home, check with the filter manufacturer as it may also remove some or all of the fluoride in the water.

*Q: Why are hydrants flushed?*

A: Hydrants are flushed to ensure proper operation of hydrants and removes loose scale accumulation from inside the water mains in order to provide our customers with the best water quality possible. Slightly discolored water may appear in your home during flushing periods. This does not mean your water is unsafe to drink.

If you notice employees flushing in your area, refrain from running water until they have left the area. If you notice discolored cold water in your home, do not run any hot water until your cold water is clear. Village Public Works Department typically schedules flushing of hydrants during August. Visit the Water Utility page to check for notices of specific days we will be flushing.