

Common Complaints And Their Solutions

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<u>PROBLEM</u>	<u>REMEDY</u>
Discolored Water	Run your COLD water only for 15 to 30 minutes. If it does not clear, call us for assistance.
Chlorine Taste	Store water in refrigerator in an open top container. Chlorine will evaporate.
Will be Gone for An Extended Time	Call the office at 724-774-7960 to have the water shut off. Be sure to turn off the inside meter valve. We will turn the water back on at your request. Please note someone must be in the home for water service to be turned back on. There is a \$20.00 fee for each procedure.
Leak in House	Use the shut-off valve normally located near the water meter. Now is the time to locate the valve(s) so that you will know where they are in an emergency. ATTACH THE ENCLOSED BLUE TAG TO THE VALVE SO THAT IT CAN BE READILY IDENTIFIED WHEN NEEDED.
Water Bubbling up In the Lawn	Call us. We will shut the supply off so that you or your plumber can make the necessary repairs. The service line on the customer's property is the customer's responsibility.
Low Pressure	Make sure no one closed the valves located near the fixture or near the water meter. If pressure is low only at the one fixture and you cannot determine the problem, call a plumber. If the problem is throughout the house, call us.
Fluoride	The Authority does not fluoridate the water.

MAY WE SUGGEST YOU KEEP THIS INSIDE THE COVER OF YOUR TELEPHONE BOOK FOR FUTURE REFERENCE