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## **WATER SERVICES – FREQUENTLY ASKED QUESTIONS**

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### ***How do I establish new service for water/sewer services?***

Print and complete the New Water Account Service Set-up form and bring to Village municipal office to apply in person with a valid Picture ID, Driver's License or passport. Forms are also available at the office.

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### ***Turning Off Water/Sewer Service***

Come in to the Municipal Office or Call (586) 749-5301, Ext. 211. You will be asked to provide picture ID or verify account information.

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### ***What to do if you are moving in / out of a New Haven residence?***

Typically, a final read is done at this time. If you are purchasing a home or moving in a new tenant, a final read allows the prior occupant to obtain a final bill for all water usage prior to the sale.

To get a final reading: Please contact the Water Billing Department at (586) 749-5301, Ext. 211 to schedule a final reading. The final bills can either be picked up from Village municipal office, mailed, emailed, or faxed per request.

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### ***Can I have a separate meter installed for my sprinkler system to avoid sewage charges?***

Please call the office for more information.

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### ***Why is my tap water rusty or reddish and what do I do?***

When the water in the lines is agitated (for example from a large water main flush, road work, or hydrant use) this can stir up sediment (primarily iron) from the bottom of the water lines. In the course of normal maintenance, the hydrant flushing and water gate exercising can stir up this sediment. If your tap water does appear reddish or rusty in color, it is recommended not to use your water for one hour, and then run the cold water at the lowest point in the house for several minutes. If water is still not clear, wait for another half hour then run the water for several minutes again. Repeat waiting for a half hour then run water for several minutes until water runs clear. The water is still potable but the discoloration may affect the washing of clothes. If there is any kind of flushing or issues with the lines, residents will be notified through the village website, local news stations, and phone recording at Ext. 250.

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### ***Can I view and pay my water bill online?***

Yes, you can view and pay water bills online on the Village of New Haven's Internet Services website. Click [here](#).

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### ***Why is my water bill so high?***

There are several reasons for a high water bill. During the summer months, watering new or existing grass or landscaping can cause you water bill to escalate. Seemingly small problems such as toilet or faucet leaks, a water powered sump pump, or a leaking humidifier can make a great impact on your water bill. You can check for leaks by looking for the small triangular leak indicator on the face of your water meter. If it is spinning when no water should be running, you have a leak. Another method of checking for leaks is to take a meter reading at night and another in the morning. If no water was used over night, the reading should remain the same.

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***Why is my read estimated?***

We attempt to read each meter every cycle. Your bill is estimated if we have not obtained a reading.

Several factors can contribute to your bills being estimated:

There may not be access to the ARB box due to a locked gate or a vehicle blocking our access. The ARB box needs to remain visible and free from any obstructions such as bushes or fencing.

Sometimes, the wires that attach your ARB box to the meter in your home may come undone. If you see repeated estimates on your water bills, please contact the billing department at (586) 749-5301, Ext. 211 to schedule a meter repair appointment.

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***My house is empty. Why do I still receive a water bill?***

As long as the water is on to the property, the account remains active and a minimum bill will generate that includes basic charges (water debt, sewer debt, billing charge, readiness to serve). If the property is going to be vacant for an extended period of time, the owner does have the option to schedule an appointment to have the water turned off at this property. The fee to turn off the water is \$30.00; however, you will no longer receive minimum bills once the account is inactive. There would be an additional fee of \$30.00 if and when the water would be turned back on at the property.

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***How many gallons of water are in each unit?***

One unit of water equals 1000 gallons.

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***What happens if I don't pay my bill?***

If a bill is not paid by the due date, a 10% penalty is placed on the last billed amount. For example, you could have a total balance due of \$1,000, but your last bill was only for \$35.18. If this goes unpaid, your penalty would be \$3.52. Bills must be paid within 20 days. Bills not paid within 10 days after the due date, the water service is subject to shut off.

Each year we review the delinquent water accounts. Any delinquent amount not paid by April 1<sup>st</sup> will be in jeopardy of being placed on the taxes for the home or business.

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***How often do I receive a water bill?***

Residential customers receive a bill every month. Commercial properties are also billed on a monthly basis.

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***How to Pay Your Water Bill***

There are several options available to pay a water bill.

- In person at the Village municipal office (Monday-Thursday 9:00 a.m. - 5:00 p.m.) – payments accepted are cash, check, money order or credit card.
- If you are visiting the office during non-business hours, there is a drop box located to the right of the main entrance doors. Payments placed in the drop box will be posted the following business day.
- All bills include a perforated tear off on the left side of the bill when they are mailed to residents. Returning this part of the bill speeds up payment posting and eliminates delays.
- Most banks and credit unions participate in online bill paying that will pay us directly for you. Contact your financial institution for more information.
- Besides paying at the counter with your credit or debit card, you can also make payment through our website. The Village of New Haven utilizes a third party company for payments received by credit card. There is a \$2 fee to view your water bill plus a fee of \$3 per hundred when you make a payment. You may also contact (586) 749-531, Ext. 210 to make payments over the phone with your credit card – the same fees would apply.

To make an online payment, please click [here](#).

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## Home Maintenance Ideas

Here are some tips to reduce water consumption and lower your water bills:

- Install aerators on water faucets and shower heads to reduce water flow
- Purchase water efficient washing machines and dishwashers – Operate only with full loads
- Inspect the furnace humidifier overflow valve for excessive water flow (if equipped)
- Water your lawn during off-peak hours such as early in the morning or late in the evening to avoid evaporation
- Consider using rain barrels to help irrigate your lawn and plants during the summer months.

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## How to Check for Leaks

To check for leaks, look at the indicator on your water meter when no one is drawing water. It should not be moving. If it is moving, check every plumbing fixture at the property: toilets, sinks, outside sprinklers, washer, hot water heaters, etc. Shut off the valves that supply each fixture, one by one, and check the indicator after each shutoff. When closing a valve stops the indicator from moving, you have found the location of a leak. But remember, **there may be more than one leak!**

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## Toilet Leaks and Fixes

As much as 200 gallons of water per day can be wasted by a silent toilet leak. You can check for leaks by putting a few drops of food coloring in the toilet tank. Without flushing, wait 30-60 minutes. If the color appears in the bowl, you have a toilet leak. Toilet leak repairs should be made immediately.

Check the toilet overflow valve for the correct water level in the tank by removing the tank lid and verifying that the water level is approximately one inch below the overflow valve. Always make sure that the water in the tank is not running into the overflow tube. Normally, the arm of the ball float can be adjusted in order to bring the water level to the desired height. Check the positioning of the refill tube in relation to the overflow tube to ensure that there is no siphoning effect when the tank is refilling.

The first step in changing the way you use water in the future is by understanding how much water you use today. The best place to find this information is on your monthly water bill.

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## How much do you use?

