

Q: How is the rate for water usage determined?

A: The Common Council decides on the meter rate. **The minimum rate is \$99.00 for the first 900 cubic feet, with the unit cost of water decreasing as usage increases.**

Q: Who needs a water meter?

A: Only single-family, owner occupied homes are exempt from having water meters: all other types of properties must have a water meter.

Q: What happens if a city water main ruptures?

A: If a city water main ruptures, the Water Department is notified immediately. The water main is then isolated and all water that would go through the main is shut off. Immediately afterwards, a Water Department crew will repair the main.

Q: What chemicals are used to treat the lake water before it is sent out to customers?

A: The chemicals chlorine, fluoride, and **aluminum sulfate** are used to treat the lake water, in order to ensure that the water is safe for public use.

Q: How are complaints about pure water dealt with?

A: All complaints are considered very serious. A representative of the Water Department will always be sent to the site of the complaint to deal with any problem that is occurring. The problem will be rectified as quickly as possible to ensure no more difficulties exist.

Q: How are you accommodating the huge need for water at Sithe Energies?

A: We utilize separate feed lines and a set of separate pumps that deliver water to Sithe Energies for use at the plant. All the equipment used to perform this a task, and the buildings that house the equipment used, were paid for by the Sithe Energies.

Q: What do I do if my water is discolored?

A: Discoloration of water is caused by a water break or upset in the system; usually, if you just run the cold water, the problem will be solved and the water will run clear again.

Q: I don't think my water pressure is adequate, what do I do?

A: If you think your water pressure is inadequate, call the Water Department and a representative will check the pressure and then discuss any problems that might exist with the property owner.

Q: Where can one find more information about the Water Department?

A: For more information, **call the Water Superintendent at 343-0111.**