

### **Where are common leaks?**

One of the most common culprits is the toilet. Even though a toilet isn't running, it can still be leaking water. If you suspect a problem, put a few drops of food coloring in the tank and let it sit for several hours. If the dye has colored the water in the bowl, there is a leak. Also, look inside the tank for water going into the overflow pipe. Faucet leaks are more easily detected. Be sure to check seldom-used faucets that may be in the basement or in storage rooms. Worn washers or "O" rings usually cause faucet leaks. Check the outside taps for leaking water, particularly during the summer sprinkling season. A hose mistakenly left dribbling away in the grass or garden can waste thousands of gallons of water over the summer. Remember to close outside faucets tightly every time you shut off the water.

### **Can a leaking toilet go through a lot of water?**

Yes. While a slow drip on a faucet can waste 2 to 3 cubic feet a day (between 60 and 120 cubic feet per month), a leaky toilet can go through up to seven times that amount each day (between 420 and 840 cubic feet per month). That can add up to a lot of water.

### **Does the City issue an adjustment for leaks?**

Adjustments for the water bills are not allowed. However, if you did not use the sewer service, you may request an adjustment to the sewer portion of your bill. The Public Works Committee reviews each request and makes adjustments as necessary.

### **What if I feel my bill is too high due to a faulty meter?**

The City will, upon written request, test any customer's meter without cost to the customer unless such tests are requested more often than once every twelve months.

### **Can I turn my meter on or off?**

No. A City employee will do this for you at a charge of \$10. The water meter is the property of the City and damages to the meter could be charged to you.

### **My meter was replaced and now I'm using more water. Is my new meter running fast?**

No. All of our residential water meters (meters 1" in size and smaller) are positive displacement meters. We buy this type of meter because when they fail, they fail in favor of the consumer. The meters have a dial similar to a paddle wheel. The dial will only turn as fast as the water turns it. As a meter gets old, it could corrode and slowly grind to a halt. Therefore, an old meter could actually be registering less water than is actually used. As meters age and with extended use, the meters will either maintain their accuracy or slow down. Most likely the old meter was slowing down.

### **How can I have my bill payment automatically deducted from my checking or savings account each month?**

The City offers automatic payment as well as automatic credit card payment. To initiate this service, complete a direct debit application and return it to City Hall.

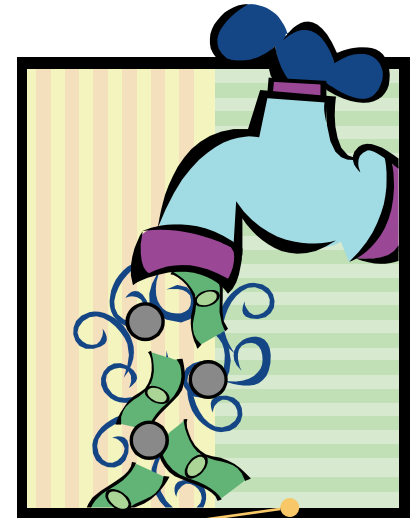
### **Does the City charge late fees on past due bills?**

A \$10.00 account late fee and interest is assessed to all utility customers with a past due balance past the due date.

### **How can I reduce my bill?**

By conserving water in your home, you not only reduce your water and sewer bill, but you will also save on the energy needed to heat the water or run appliances.

City of Cannon Beach Public Works



## **Cannon Beach Utility Rates FAQs**

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### Where is my water meter located?

The meter is usually located next to your property line in direct line with the outside main faucet or valve (where you turn your water off to your house or business). It is housed in either a concrete or plastic meter box. If you have trouble locating your meter, call the City and we will help you.

To check the meter, put on gloves, and insert a tool such as a screwdriver in the hole and pry open the concrete or plastic lid. A concrete lid is heavy, so be careful when handling it. To read the meter, lift the cover. (Always replace the cover on your water meter after you are finished. Be careful not to pinch the connecting wire when closing the cover.)

### How do I read my meter?

The meter dial pictured below is typical of most residential meters. The dial on the meter serving your home may look somewhat different, but they all work on the same principles.



1. The six pronged star rotates whenever water flows through the meter and is called the low flow indicator.
2. The register sweep hand will turn one full revolution with the use of one cubic foot of water. The markings on the outer edge of the dial indicate tenths and hundredths of a cubic foot.

3. The water meter register is just like the mileage odometer on your car. It keeps a running total of all the water that has passed through the meter.

Read all the numbers from left to right that appear under the words Cubic Feet. The first digit on the right represents one cubic foot, the second from the right represents 10 cubic feet, the third from the right represents 100 cubic feet, and so on.

### Why don't you install gallon meters instead of cubic feet meters?

The industry standard is cubic feet, even though most people have a much better understanding of gallons than they do of cubic feet. We currently have nearly 2000 cubic foot registers. Changing them all to gallons at this point in time would be an expensive proposition. It's easy to convert cubic feet to gallons by multiplying the number of cubic feet by 7.5 (7.4805 to be precise!). Here's an example:

150 cubic ft X 7.5 gals per cubic ft = approx. 1125 gals

### How do I calculate my use?

To calculate your water use, subtract the previous meter reading from the current meter reading. For example:

$$69671 - 69550 = 121 \text{ cubic feet}$$

For billing purposes, the City measures water consumption in hundred cubic feet every month.

### How is my utility bill calculated?

The City bills monthly for water, wastewater, and storm utility services. Your water and wastewater service is made up of two components: a basic service charge and a usage charge. Your water use is billed monthly as follows: \$13.57 for the first 400 cubic feet and \$3.39 per hundred cubic feet consumed thereafter per billing cycle. Your wastewater use is billed as follows: \$19.25 for the first 400 cubic feet and \$4.54 per hundred cubic feet of water used thereafter per billing cycle. There are a few customers that are outside City limits and they are billed at a rate 1.5 times the above schedule. Most residential customers are charged \$3.85 each

month for storm water services.

### What could cause my utility bill to be higher than normal?

There could be many reasons for a high bill, but it is usually one of two reasons:

1. More water than normal passed through the meter.
2. The latest reading from the meter is wrong.

It doesn't happen often, but occasionally the meter reader will record the wrong reading. The City will re-read a meter upon request.

### OK, my reading checks out. How did I use that much water?

The first thing to do is to check for leaks by using your water meter. To check for a leak you must first turn off all faucets inside and outside your house. Be certain the toilet is not flushing and the automatic ice cube maker is not operating when performing this task. When the water is turned off, look and make sure that the low flow indicator is not moving. A circular motion by the indicator suggests a leak. Read the meter by writing down the meter number and the location of the sweep arm. After reading the meter, use no water for at least two hours. Take a second reading. If you used no water, the two readings should be the same. If the reading has changed or the sweep hand has moved, something on the property may be pulling water through the meter.

If your meter shows usage on the meter test, finding the problem is the responsibility of the property owner. But we can suggest some places to look.