

FREQUENTLY ASKED QUESTIONS

WHY DOES MY WATER APPEAR MILKY OR CLOUDY?

- Milky or cloudy appearance is usually caused by air bubbles in the water, which pose no health risk. If the water is allowed to sit, the air will dissipate, and the water will clear. If the cloudiness does not disappear, please contact us so that we may investigate.

WHY DOES MY WATER APPEAR "DIRTY" OR DISCOLORED?

- A repair could have been completed recently stirring up sediment in the lines, causing discoloration. All public water systems are required to maintain a minimum chlorine level of 0.2 mg/L by state law. Our disinfectant levels are tested daily to ensure safety.

WHAT DO I DO IF I AM EXPERIENCING LOW PRESSURE?

- Check your meter and the surrounding area for possible leaks. Next, call our office and report low pressure for your area.

HOW COULD I HAVE USED THIS MUCH WATER?

- There are several reasons that this could be. It could be due to something being turned on and ran for an extended amount of time. It could be from a leak. A leaking toilet is often times overlooked while searching for a leak. Our billing period does not go from the beginning of the month to the end of the month. They start and stop around the 15th of each month. This time periods is on your bill. Example = The bill you receive in February, covers the last half of December and the first half of January. If you still need assistance, call the office and we'll work with you on performing a meter profile.

WHAT IF MY PRESSURE IS TOO HIGH?

- If the water pressure at your property is 80 pounds per square inch (psi) or greater, a pressure reducing valve (PRV) will help decrease the water pressure. Most plumbing professionals recommend a PRV

WHERE CAN I FIND MORE INFORMATION?

- You can find more information on our Facebook Page <https://www.facebook.com/BolivarWaterSupplyCorporation>
- YouTube at <https://www.youtube.com/channel/UCzbysYuzx2HyxAls0EcEhJg>