



KEEP WATER METER ACCESSIBLE

Water customers are asked to ensure there is easy access to water meters located on their property. Easy access to your water meter enables City of Hood River staff to read your meter, perform repairs and routine maintenance, and to turn the water off in the event of a leak or other water emergency.

Many water meters throughout the water service area are obscured or are difficult to access due to overgrown vegetation, fencing, landscape walls and other obstacles.



Be kind to your meter reader! The next time you're working in the yard, take a few minutes and check out the area around your meter. Clear your meter from any shrubs, debris, wood, clippings...



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CHECK FOR LEAKS

- **Look for Drips.** Check showers and faucets for leaks. Look at each fixture and look under sinks in cabinets for drips too.
- **Check Toilet for Leaks.** Listen for leaks. Do you hear water running? Just because you don't hear the toilet tank making noise doesn't mean it's not leaking. *Note: Many toilet leaks can be fixed by a do-it-yourself plumber, and repair parts are relatively inexpensive to purchase.*

OTHER LEAK POSSIBILITIES:

- **Check Refrigerator and Ice Maker**
- **Check Dishwasher**
- **Check Laundry Room**
- **Check Humidifiers, Water Heaters**
- **Check Outdoor Water Fixtures**
- **Check Sprinklers.** Turn each sprinkler zone on and look for low pressure, water bubbling out of the ground or broken sprinkler heads. Look for brown spots where sprinklers are not covering like they should. This can be a sign of a leak.
- **Call for Help.** Contact City of Hood River to ask for a leak check on your water meter. A Public Works person will come to your home and check your water meter to see if it is registering usage while all your water fixtures in the home/business are off. This test will determine whether or not you have a constant leak. To request this **free service call 541-387-5216** during business hours (8am-5pm, Monday-Friday).



Request a Leak Adjustment:

If you have experienced a leak you may be eligible for a Credit for Leak Adjustment. The City of Hood River will consider refunding half of the excess water usage for one month's reading. This is a onetime adjustment for the life of the account. If you have any further questions regarding your water meter or leaks, please contact the Utility Billing office, 541-387-5216.

Reading the Water Meter

Meters are read monthly for billing purposes. We do not estimate the reads for billing unless we are physically unable to read the meter. Generally, this is limited to meters that have been blocked by vehicles or cannot be located due to vegetation. (Consumption is measured and billed in units of one thousand gallon increments).