

Water and Sewer FAQ's



How do I start/stop water and sewer service?

Contact the Water Department at 535-1760.

Where can I make a payment?

City Hall 305 W Watson St between 8:00 am
and 5:00 pm Mon-Fri

Drop box outside of City Hall

By phone, using a debit/credit card

Can my payments be deducted automatically from my checking or savings account?

Yes, we offer this service free of charge. There is a short form to be completed which is available at the city office or online on our website to download. A voided check or deposit slip is also needed.

Is the water meter used to calculate my sewer bill?

Yes, for residential customers, we take the water used January-March and average the usage and multiply that by \$5.08. Your April 1st bill will reflect the new sewer charge. Commercial customers are not averaged. Instead, the sewer charges are based on water usage each month.

How often do you read my water meter?

We attempt to read all meters monthly.

Where is my water meter located?

Water meters are generally located where the water enters the residence (either the basement, crawlspace or if a mobile, it could be in a pit outside).

Where do I shut off my water?

There is normally a shut-off valve located below your meter. If this valve is inoperable, the City will need to shut off the service at the curb-valve so you can repair your shut-off valve.

I have a leak, is it my responsibility or Public Works to fix it?

It is the responsibility of the property owner if the leak is between the curb stop and the property.

How do I protect my water meter or water lines from freezing?

Hardware stores usually sell pipe insulation that is inexpensive and easy to install. Meters can be protected by wrapping insulation around them.

What should I do if my sewer backs up?

When all other attempts to clear the blockage have failed, please call the Wastewater Treatment Plant at 535-3270.

How and when do I call for locate requests?

Call the Utilities Underground Location Center at 800-424-5555 or 8-1-1. Call before you begin digging project, it's the law.

