

For meter service, routine water on or off, water pressure issues, or sewer related questions during office hours, call 860-647-3201.

For emergency services, including water leaks, emergency water shut offs, emergency sewer backups, call our emergency line at 860-647-3111

- **My water has been turned off; how do I turn it back on?**
 - ❖ If your water is turned off due to an overdue balance, you must first pay any outstanding balances on your account. From there you must call us and set up an appointment for us to send someone to come turn the water back on while someone in the house is present.

- **My water consumption is higher than normal, how do I check for leaks?**
 - ❖ This may indicate that you have a silent leak somewhere in your house. To check if you have a leak in your toilet, remove the lid from the tank, flush the toilet and wait for the tank to refill completely and for the water to be still. Once the done refilling, drop colored dye tablets or a dozen drops of food coloring into the toilet tank. Wait 15 minutes, if colored water appears in the toilet, you have a leak.
 - ❖ Dye tablets can be picked up at our office or mailed to you.

- **Where can I find the water main flushing schedule?**
 - ❖ You can find the flushing schedule on the Town of Manchester website at
 - ❖ www.manchesterct.gov scroll down to latest news for information on flushing, road closures, and notices of water shut off for maintenance or repairs.

- **How can I schedule a meter service appointment?**
 - ❖ If you have been receiving estimated bills, you may need your meter serviced, please contact us at 860-647-3201 to schedule an appointment.

- **I'm having an emergency and I need my water shut off who do I call?**
 - ❖ We have a 24-hour emergency number that you can call at 860-647-3111

- **Why is there sediment in my water?**

- ❖ If there has been water main or service line construction near your home, you may notice sediment in the water. Steps to take:

- Run water through your outside spicket until it runs clear, Or
- Run water through the largest faucet in your home like a bathtub or utility sink your basement until the water runs clear
- Clear any faucet aerators of built-up sediment
- If the problem persists or you notice decreased water pressure, call 860-647-3201

- **Why has my water pressure decreased?**

- ❖ Low water pressure may be caused by water main flushing or water main construction in your area. It may also be caused by a buildup of sediment which can be eliminated by cleaning the aerator screen attached to your faucet.

- If the problem persists or you notice decreased water pressure, call 860-647-3201