

HOW TO GUIDE

NO WATER OR LOW PRESSURE

#1 ARE WE WORKING IN YOUR AREA?

If you have no cold water or low pressure it could be because we are working in your area.

Did you receive a voice broadcast message or letter from our department regarding planned work?

#2 IS THERE A WATER EMERGENCY IN YOUR AREA?

If you haven't received a voice broadcast message or a letter, there could be a water main break in your area. This would affect water pressure and water may have had to be shut off so we can make emergency repairs.

We do our best to expedite our voice broadcast system so that in the event of emergency, affected customers are notified. Please also check our website for latest information.

#3 HAVE YOU CHECKED YOUR FAUCET AERATOR SCREENS?

Aerator screens are easy to check. Faucets have aerator screens just inside the faucet tip. Dirt and sediment can clog screen and reduce pressure.

Unscrew the faucet tip with your fingers. Remove the rubber O-ring and clear the aerator screen.

#4 DO YOU HAVE A PRESSURE REDUCER VALVE?

A pressure reducer valve would be located in the vicinity of your water meter. This could be creating the issue it could need to be replaced.

Contact your plumber to check your pressure reducer valve to see if it needs to be replaced.

