



What Can a Customer Do Series:

If you have any **questions regarding billing**, please contact us at **216-664-3130** or visit us online at **www.clevelandwater.com**

# Consistent Billing

## Mission Statement

Cleveland Division of Water delivers a reliable supply of high quality water and customer services to promote public health and safety, economy, and quality of life of Greater Cleveland.



Vital to Our Region's Quality of Life.

Cleveland Division of Water

1201 Lakeside Avenue, Cleveland, Ohio 44114  
[www.clevelandwater.com](http://www.clevelandwater.com)



One of the most important tasks to manage your finances is to anticipate costs.



**You can help reduce spikes in your water bill by taking some basic measures.**

### 1 You must know your home.

Find your main turn on and turn off for your home. This will enable you to act quickly if you ever have a severe problem on your property, like a ruptured water tank. You may be able to prevent a high bill **and** protect your home from flooding.

You also should be familiar with your water meter. Most homes have an inside meter and an outside remote reading device. The inside meter is called your base meter and is the one we bill from. The outside remote reading device is where we take reads from each billing cycle. **TIP: The first three numbers reading left to right should match your indoor and outdoor meter. If not, call to schedule an investigation.**

### 2 Leak prevention.

Preventing leaks remains the most effective activity you can do to maintain a consistent bill. Toilets are usually the culprit for hidden leaks. A slow drip can leak up to 15 to 20 gallons per day! A 1/16th drip from a faucet can waste up to 100 gallons in 24 hours!

If you think you have a leak in your home, you can test your theory by noting your base meter reading before bed. When you wake up, take a second reading. If the number matches the reading from the night before, then you do not have a leak in the home. If the numbers do not match, you then have a leak. **TIP: The usual suspects for leaks are:**

- Toilets
- Faucets (worn washers)
- Shower heads

### 3 You must ensure we can consistently read your meter outside your home.

If there is an obstruction, you will get an estimated reading. We cannot read your meter if there are:

- Dogs present
- Landscaping obstructions (i.e., bushes, trees)
- Dangerous conditions (i.e., ice, broken concrete, etc)

**Call Customer Service at 216-664-3130 or visit us online at [www.clevelandwater.com](http://www.clevelandwater.com):**

- **If you received your bill and received two estimates in a row**
- **To learn more about your meter**
- **To schedule an investigation of your meters if your meters are out of sync**
- **To learn more about our Affordability Programs**