



What Can a Customer Do Series:

Homeowner Information

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

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



Everyone has the American dream of owning a home and with it, comes the responsibility of knowing how to take care of and maintain it.



Homeowners must deal with sudden emergencies, such as a burst water heater or pipe at any given minute. For these situations, it is better to be prepared than not.

That's why Cleveland's Division of Water wants you to know some helpful hints about your home and various maintenance tips to ensure consistent water service and billing.

Identify Water Turn On/Off Valves:

Every homeowner should know where the water main turn off valve and other shut off valves (for sinks, washing machines, toilets, and water heaters) are in their home. Knowing where they are located in an emergency situation, prevents costly damages. Understanding where the valves are located can assist you with regular household tasks and help you avoid additional emergency situations. To turn your water off, simply locate the water main valve located next to or close to your water meter, and turn it to the off position.

Identifying Leaks:

First, turn everything off carefully (all water faucets, bathtub, sink, etc.), so that no water is being used anywhere in the house. Then check the position of the water meter dial for 15 minutes. If the water meter dial has not moved, you have no leaks. If the water meter dial has moved, start checking hose connections, faucets and toilets. A leak can cost thousands of dollars if left undetected. Some of the most common locations for leaks are: toilets, faucets, shower heads and worn out washers.

Meters Synced:

A smart way to make sure you are being billed correctly is to check if your remote counter and base meter are in sync and the numbers match. It's good to know and it can help you to monitor your water usage. If the meters do not match up, you need to contact the Cleveland Division of Water immediately to ensure your bill will be accurate.

Winter Preparations:

In the winter, flushing your pipes and keeping areas where water lines are located accessible to heat can prevent them from bursting. Insulating your water lines in your basement, as well as other cold drafty crawl spaces, will prevent them from freezing. You can purchase insulation from your local hardware store.

Away on Vacation:

When you leave for a long vacation, it is a good idea to turn off the water in your home. This helps to avoid the unpleasant surprise of a swimming pool in your basement when you return. Frozen pipes that split open or spring a leak are the most common causes for a flooded basement.

Moving:

Finally, if you are moving in or moving out of a property, you must call Cleveland Water Customer Service Unit at 216-664-3130 to obtain an initial reading or a final reading of your meter.