

Main Breaks

If you detect a water main break which does not have a barricade unit on or by it, please call the Eastpointe Water and Sewer Department at (586) 445-3661, option 5, between the hours of 8:00am - 4:30pm, Monday – Thursday. After hours please call the Eastpointe Police Department at (586) 445-5100, option 1, and they will call the appropriate person.

**** DO NOT APPROACH A WATER MAIN BREAK SITE. HAZARDOUS CONDITIONS COULD EXIST SUCH AS MISSING PAVEMENT OR UNSTABLE GROUND. ****

Once the city receives notification of a water main break, a crew is sent to ascertain the severity of the break, set up barricades and possibly locate the break at that time. Before the repair can be made, the other utilities need to mark their lines so the city does not cut off your gas or electric service. Repairs are prioritized by severity and safety concerns.

Should your water become brown for any reason, please refrain from drinking it and try to minimize your usage. Brown water is due to a disturbance of the sediment in the bottom of the water main. This condition should clear itself in a few hours, if this condition last longer than that please call us at (586) 445-3661, option 5.

Water Service Appointments/Final Readings

Water service appointments are between 8-10:30 am or 12:00-2:30 pm, Monday through Friday. **An adult MUST be present for the appointment. This includes a Final Reading, Water Turn On, etc.** Water Department employees will *not* go into a property on a lockbox. All water account balances must be up to date before a water turn on appointment may be scheduled. If a water meter or sending unit is frozen or damaged and has to be replaced, the equipment and service fees will be placed onto the water account.

Appointments are required for final readings and must be made in advance. If you are selling your house, please call as soon as you have a closing date. Final readings should also be scheduled for rental properties when you have a tenant moving in or out of a rental home. You may not call in your own final reading. The bill will then be ready for pickup after 12:00 pm on the next business day, or it can be emailed or faxed to you. There is a \$10.00 processing fee for all final bills. Please contact Water Service at **586-445-3661 option 5** or email msmith@eastpointecity.org to schedule an appointment.

There is a \$90 **no show fee** for all missed appointments. This fee must be paid before another appointment may be scheduled.

Leaks on Premises

On-premise leaks are the biggest contributors of high bill complaints. It is advised that you or a qualified plumber check all water using appliances and fixtures (faucets, humidifiers, refrigerator ice makers, outside spickets/sprinkler systems, etc) to make sure that nothing is leaking. The majority of leaks that are undetected come from leaking toilets, not an obvious puddle or drip. Toilet leaks are caused by faulty parts and may be synonymous with the need to jiggle the handle.

To check for a toilet leak, put 15 drops of food coloring in the tank of every toilet in your home. Do not use the toilet or flush it! Wait about 30-60 minutes and then check the bowl. If the color in your bowl has changed, the toilet is leaking.

At night, write down what your meter is reading. Do not use any water overnight; do not flush the toilet, run the dishwasher, etc. In the morning, before anyone uses any water, check the meter again. It should not have moved overnight if no water was used. If the numbers on your meter have moved, you have a leak in your home and should contact a plumber.

Check your Meter!

From time to time compare the reading on your meter to the current read used for billing on your monthly water bill. This will help you understand how you are being billed, as well as help you confirm an accurate meter read.

Restrictions on Water Consumption

Restrictions: A property which is connected to the municipal water system is hereby permanently restricted from irrigating during the following days and times between May 15 and October 1:

- (1) A property with an even-numbered address shall only be allowed to irrigate on even-numbered dates within a month.
- (2) A property with an odd-numbered address shall only be allowed to irrigate on odd-numbered dates within a month.
- (3) If a property has a mixed odd and even-numbered address or an undetermined address, the City Manager, or his designee, may assign an odd/even designation for compliance with this division.
- (4) A property with a newly seeded or sodded lawn may, for the first twenty-one days after planting, irrigate said new lawn, as required for growth

(Ord. 847. Passed 10-22-96, Ord. 998. Passed 8-12-08)

Revised: 11/7/18