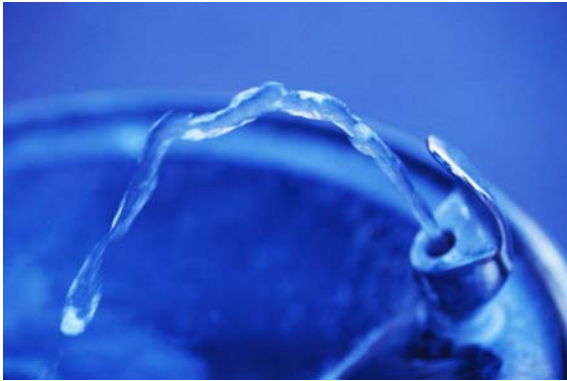


Please do not call the Police Department or Fire Department to report water or sewer issues, it will only cause delays

If you are experiencing a problem, call
During Regular Business Hours
(512) 759-4016

After Hours (512) 759-4016 ext 4060



Non Emergencies include:

- ◆ Small leaks that are causing no immediate damage
- ◆ Leaks at the water meter

When calling after hours, you may be asked questions to determine if the problem is an emergency.

Public Works

(512) 759-4016 Regular Business Hours
(512) 759-4016 Ext 4060 After Hours

Utility Billing

(512) 759-4055

How Much Water are you using?

- ◆ 1 Drop per second leak ~ 2,400 gallons per year
- ◆ Bathtub ~ 30 gallons per filling
- ◆ Shower ~ 2 gallons per minute
- ◆ Commode ~ 1.6 gallons per flush
- ◆ Sprinkler ~ 2 gallons per minute

How to Diagnose a water Leak

- ◆ Find water leaking
- ◆ Check water meter to see if indicator is showing usage, ensure that all water is turned off in the home (There is a triangle dial in center of water meter if water is running or leaking the triangle will be rotating)
- ◆ If all water is off in the home and the meter is showing usage the leak belongs to the customer.
- ◆ If the meter is not showing any water consumption then the leak will most likely belong to the city.
- ◆ Some times leaks can be so small that the meter will barely turn. Take a minute to write the meter reading down and ensure that no water will be running while you are away when you come back several hours later the meter reading should be the same as you left it earlier, if not the customer has a potential water leak.

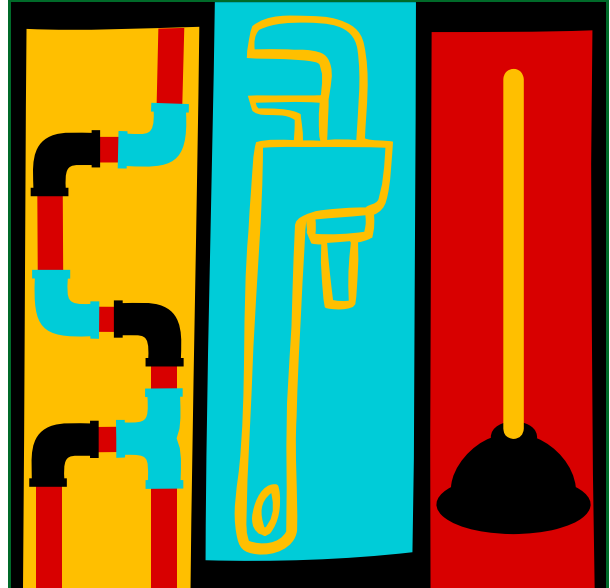
The City is responsible for the water line up to the meter; the customer is responsible from the backside of the meter to the home or business.

**If in doubt,
please call 759-4016
and we will be glad to assist you.**



Water and Wastewater Utilities

401 West Front Street
Hutto, Texas 78634
(512) 759-4016
www.HuttoTX.gov



Regular Business Hours
8 a.m. to 5 p.m.
Monday - Friday
Excluding City Holidays

Common Concerns

For Billing & Payment Questions during regular business hours call...

759-4055

To Report Minor Water Leaks during regular business hours call...

759-4016

(If there is no property damage, crews will respond during regular business hours.)

Water flooding the street is an emergency call 759-4016 during regular business hours or 759-4016 ext 4060 after hours.



If you have low water pressure...

Check your water softener by putting it in bypass. If pressure improves, contact your water softener maintenance company.

If you have noisy pipes...

Call a plumber.

If you experience discolored water...

Brown water—possibly caused by water line construction in the area, hydrant flushing or manganese in the water supply. Call 759-4016 to flush the fire hydrants.

Milky/cloudy water—air bubbles from the pipes or a temperature change.

Yellow Water—Manganese or resin from water softener.

Black particles—usually degraded rubber gaskets, o-rings or meter washers. Check faucet head and replace o-ring.

How to prevent Sewer Backups



- ◆ Do not pour grease down the drain.
- ◆ Know the location of your clean out cap. The cleanout cap is a white plastic cap usually 4 inches in diameter located in your yard.
- ◆ Tighten the clean out cap to prevent debris from clogging the pipes
- ◆ Don't plant trees near the pipelines; the roots will grow into the pipes causing a backup.
- ◆ Get a pop-off valve to minimize damage. A pop off valve opens automatically to relieve the line if there is a backup. They are inexpensive and easy to install. Contact your local plumbing supplier.

If you experience Sewer Backup

- ◆ Turn off your dishwasher and washing machine.
- ◆ Do not flush the commode.
- ◆ Remove cleanout cap located outside.

If the water continues to overflow, the City sewer main may be blocked. Call 759-4016 during regular business hours and a crew will be out as quickly as possible.

If the water is no longer backing up, the problem is most likely in the service line from the home to the street. A plumber may be needed.

