

# WATER CUSTOMER INFORMATION

## Important Rules and Company Policies

- **Only PUD employees and licensed, bonded plumbers may turn the water meters on or off. See Section on Leaks below.**
- You may not park vehicles or store anything on or in the way of the meter/meter vault. Meters are read at various times during each month and must be accessible at all times.
- Your account tells us if your water should be on or off. If a meter read shows usage while off, tampering fines apply.

Meter tampering, access obstruction or unauthorized use will incur costly fines:

**\$100 – 1<sup>st</sup> violation, \$200 – 2<sup>nd</sup> violation, and \$300 for subsequent violations.**

## Leaks

If the PUD's meter registers a leak at your property, an alert is triggered and delivered when the meter is read. The PUD will notify you by mail if you have a leak. Once the leak is fixed, the PUD can calculate a credit for up to two consecutive months wherein the leak was flagged. There are some limitations to this credit. Be sure to contact the office if you have any questions.

## Auto ON/OFF Program for Lake Areas

The PUD offers an auto-on, auto-off program for customers in Deer Lake, Loon Lake, Jump Off Joe and Waitts Lake areas. Details of this program can be found at <http://stevenspud.org>. Forms are available in the office and online.

## See Your Water Usage Online

Information can be available online to monitor water usage using a smart phone or tablet. To use the app, open your app store program on your smart phone and search for **EyeOnWater**. Once the app is installed, you will be asked for your account number, your zip code, and your water provider, which is Stevens PUD. Among other things, the app can show you how many gallons of water you used on an hourly, daily, and monthly basis and is updated regularly. It can also identify if your property has a leak. It can be set up to send an email or text to you if the water meter detects constant water flow, assisting you in monitoring your water usage.

## Water Quality Reports

Stevens PUD Annual Water Quality Reports for 2019 are now available online at <https://stevenspud.org> then click on "Water"