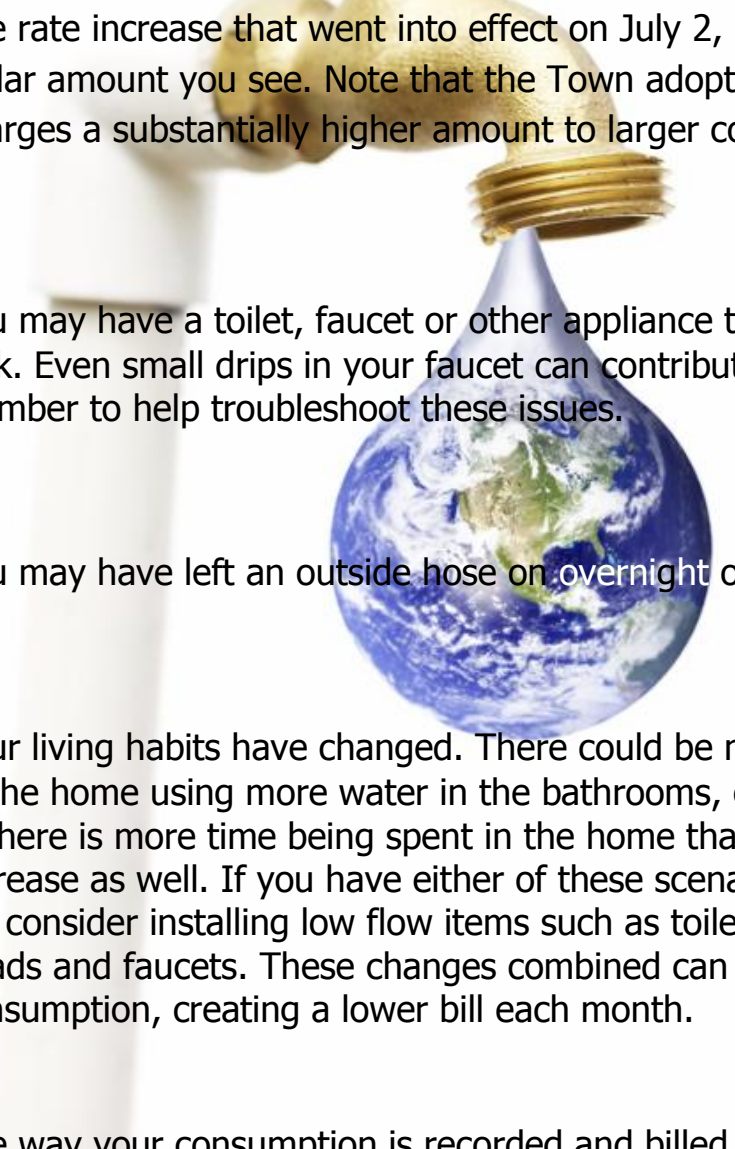


If you do not have an obvious leak, and your consumption has just increased by a few thousand gallons a month, then there are a variety of scenarios that could explain an increase in your bill.

If you do not find any of the circumstances below to fit your concerns, call Town Hall, we'll try to help you determine what is going on.

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- The rate increase that went into effect on July 2, 2011 contributed to the higher dollar amount you see. Note that the Town adopted a conservation model that charges a substantially higher amount to larger consumption.
  - You may have a toilet, faucet or other appliance that uses water that may have a leak. Even small drips in your faucet can contribute to higher consumption. Call a plumber to help troubleshoot these issues.
  - You may have left an outside hose on overnight or have been watering plants more.
  - Your living habits have changed. There could be more guests or additional residents in the home using more water in the bathrooms, on dishes, in washing your clothes. If there is more time being spent in the home than in the past, the usage can increase as well. If you have either of these scenarios and have not already done so, consider installing low flow items such as toilets, washing machines, shower heads and faucets. These changes combined can make a big difference in your consumption, creating a lower bill each month.
  - The way your consumption is recorded and billed may have changed. Beginning in 2012, the Town will be converting all accounts to billing by the 10's of gallons instead of 1000's of gallons. This is more accurate, but you may see a slight increase in your monthly bill.