

FREQUENTLY ASKED QUESTIONS

To serve you better, Southern Utilities Company (Southern) has assembled a list of our customer's most frequently asked questions. If you do not find your answer here, feel free to contact Southern's office.

How could I have used this much water?

You may not have. The numbers on your water meter may have been transposed or hard to read and recorded incorrectly. You could also possibly have a toilet or faucet leaking that is difficult to detect. Obtain a reading from your water meter as explained in "Step 2: Read your Water Meter" on the information sheet entitled "HOW TO READ YOUR WATER METER" and call Southern's office with the information. Southern will attempt to assist you in finding an answer to your concern.

What do I do if I am experiencing low pressure?

Inspect your water meter and the surrounding area for possible leaks. If a Pressure Reducing Valve (PVR) is installed in your private plumbing system, inspect your PVR to confirm it is operating correctly. If you fail to find the problem, call Southern's office and report water low pressure for your area.

Why is my water discolored?

Southern could have recently completed a water main repair in your area which allowed air to enter the water main which causes the water to appear milky.

What chemicals does our utility district add to the water?

Southern only adds chemicals which are required and approved by the National Safety Foundation for treatment of the public drinking water supply.

My water tastes, looks, and smells funny. Is it safe to drink?

All public drinking water systems are required to maintain a minimum chlorine residual level of 0.2 mg/L by State regulations throughout the system. Public drinking water systems that use chloramine as a disinfectant must maintain a level of 0.5 mg/L by State regulations throughout the affected system. Southern's disinfectant levels are tested daily to ensure compliance and customer safety.

Why does debris come out of the faucet or the smell of rotten eggs occur when running hot water?

Most likely your hot water heater needs to be flushed thoroughly. Flushing of the hot water heater is also indicated if you experience a smell of rotten eggs, which can occur when running either the hot or cold water. **CAUTION:** Most manufacturers recommend hiring a licensed professional to flush your hot water heater. If you plan on doing this yourself, read the owner's manual entirely to ensure safety to yourself and to prevent any damage occurring to the hot water heater during the flushing procedure.

Why do I have a previous balance when I know I sent in my payment?

Southern may have received your payment after the prescribed due date or Southern may not have received it at all. Call Southern's office and for assistance in determining the cause of a previous balance being reflected on your monthly billing statement.