



FREQUENTLY ASKED QUESTIONS

CUSTOMER SERVICE

How do I read my meter to determine if I have a leak?

Your water meter is an important conservation tool. It measures the amount of water you use, and tells you if there is a leak in your plumbing. Follow these simple steps to carefully monitor your water use:

- [How to Read Your Meter](#)

I have a leak in the pipe between my meter and my house. Will Marin Water fix it?

No. You are responsible for any leaks on your side of the water meter. Your water service begins at your water meter. A service line, or pipe, runs from the water main in your street to your home via your water meter. The service line leading to your property is owned and maintained by Marin Water, as is the water meter. The pipe that runs from the meter to your home belongs to you and is your responsibility.

I had a leak repaired. Can I get an adjustment on my bill?

In order to be considered for an adjustment, the consumer must take corrective action within 48 hours of discovering a leak and provide the district with proof of repair within 30 days from the billing date of the period in which the water loss occurred. Water loss adjustments are limited to one adjustment every three years.

Do you have a payment plan?

Yes. For unusually high bills and depending on the account history, we can set up a payment plan. Amortization of the amount owed can be arranged by contacting our Customer Service Department at 415.945.1400 or by visiting our office.

How can I avoid paying the security deposit?

All applicants for water service are required to either establish good credit when the application is made or post a \$75 security deposit.

Good credit shall be deemed established if:

- The applicant has been a regularly billed consumer of the district for at least two years and has promptly paid all bills rendered by the district within the latest two-year period.
- If (within thirty days of turn-on) the applicant presents a current credit reference from another utility company reflecting a good payment history for at least twelve billing periods.

Paid security deposits earn simple interest of five percent per year. Upon termination of service or establishment of good credit, the security deposit and any interest earned shall be credited to the consumer's account.

What is the new account service charge?

When a special meter reading is taken on an existing water service in between regular readings, a charge of \$30 is made if the reading is taken between 8 a.m. to 4:30 p.m., Monday through Friday, and \$80 if the reading is taken outside of these hours or on district holidays. The new account service charge is automatically billed to the new party.

Can you tell me where my water meter is located?

We have records on the location of each water meter, with measurements to other prominent objects so that the meter can be found if it becomes buried. The district also maintains records on the age of the service, size, and type of piping and if the meter has ever been moved, up-sized, or replaced. If you want to get the exact location of your meter, call the Engineering Records Department at 415.945.1530.

Why did you change my meter?

Nothing lasts forever, and meters, like most things in life, tend to slow down with age. Based on sample tests, we have determined that water meters are accurate for about 20 years. The meter manufacturer certifies the accuracy of your new water meter.

My meter box is full of water or buried with dirt. How do you read the meter?

For flooded meter boxes, meter readers have a plastic tube. The meter reader places the tube on top of the register to get the read. The clear plastic tube displaces the water providing the meter reader a clear line of sight to capture the reading. For buried meters, they dig out the box just enough to expose the register and get the read.

If you don't believe your meter is being read, read it yourself and compare the results to the reading printed on your water bill. Be sure to make allowances for any difference between the day you read the water meter and the day it is read by the meter reader.

Can water meters over-register or record more water than is actually used?

The manufacturer certifies the accuracy of the meters when they are new. With age and extended usage they either maintain their accuracy or they slow down (which favors the consumer).

What is my water pressure?

If you want to find out your water pressure, call the Engineering Records Department at 415.945.1530.