

## Frequently Asked Questions

-Why is my water bill so high?

The water is billed in 1,000s of gallons, therefore the meter is read in 1,000s of gallons. It is hard to determine how exactly you use your water. If you suspect you may have a leak, try the following:

1. Completely shut off your water, and then check your meter. If anything on the meter is moving, you have a leak somewhere.
2. Put food coloring in the back of the toilet. If the coloring comes into the bowl of your toilet, you need to fix your toilet.
3. Pay attention to how your toilet is flushing and shutting off when filled. Sometimes, the stopper will stick and the toilet will take longer to fill than usual and the water will keep running. This will increase your water bill.

See our Forms & Documents page for Utility Bill Payment Guidelines.

-Can I make arrangements for a payment plan?

No. The City does not arrange payment plans for any services. You can however put yourself on your own payment plan. Penalties will apply if the payment is not made in full.

-Can I use my credit card to pay my water bill?

Yes. You can use your credit card for payment, but it will incur an extra fee. The City of St. Ignace, as a governmental agency, is not allowed to pay processing fees, so we must charge them to the consumer. Processing fees are \$1.50 per \$50.00. For example, if your bill is \$90.10 your processing fee would be \$3.00 therefore you would pay \$93.10 for that transaction. Payments can be made online or in person at City Hall. We cannot accept payment over the phone.

-I had a leak, can I get a credit?

Yes and no. If you have a leak and the leak does NOT go down the sewer, you can get a credit for the sewer portion of the bill. The leak needs to be verified by a plumber, City employee, or something that would provide proof of the leak. If the

leak is, for example, a hot water heater in your laundry space and it has drained into the sewer, there will not be a credit. The credit is only given on the sewer and in one-thousand-gallon increments, as that is how we bill.

-I have a garden that I water; can I get credit for that?

Yes. The City of St. Ignace has lawn meters that you can put on the outside spigot and then hook to your hose. This reads the consumption used outdoors through that spigot when you are watering your garden, washing your vehicle, watering a slip-n-slide, etc. The lawn meter costs \$75.00 and the sewer credit is only given in one-thousand-gallon increments, as that is how it is billed. The lawn meter is yours to keep so you can use it year after year.

-Where is my water meter located?

Your water meter is NOT located outside, as it would freeze. It would be located in the area where the water line comes into the house. Possible areas include a basement, closet, beneath the sink, in your laundry room, etc.