

## **NO WATER AT YOUR LOCATION?**

### **HERE'S A DO IT YOURSELF CHECKLIST**

1. Remove the lid of your meter pit and pull out the insulator.
2. If it's winter and you don't have the foam insulator in place, the pit piping may be frozen.
3. Is the lockable valve turned on? The arrow should be pointing toward the regulator or meter, depending on which is next to the valve. If the arrow is pointing away, or if the padlock holes are lined up together, the valve is off. Please ensure this valve is turned on before asking for a Metro rep visit. Occasionally, the Metro will turn off valves in pits during system checks. When finished, we make every effort to turn all the valves back on; nevertheless, if you have no water, please check your valve.
4. If the valve is on and you have a yard hydrant next to your meter pit, turn it on and check for flow.
5. If you have flow at the hydrant, check your cistern to see if it has water in it. If you are bypassing the cistern to run direct, divert the flow to the cistern to see if water runs into it. Be certain the float valve, if you are using one, isn't stuck closed or sitting on ice.
6. If there is no flow to the cistern, call 719-846-3569 and report the problem to Abby Tamburelli. If the problem occurs after normal business hours contact a Metro Board member. A Metro rep will come out and ascertain if there is water at the meter pit and check the pressure at that location.
7. If you run off the cistern at all times, and it has water in it, there is likely a pump problem, which you will have to address and correct. For example, perhaps a breaker in your electrical panel has tripped, or the pressure sensing switch is stuck. (Never fiddle with the pressure switch with the power on).
8. In a nutshell, if there is water at the correct pressure for the location, at the meter pit, it's not a problem with the Metro supply.
9. If you request a Metro rep to check your system and the problem is a Metro issue the Metro will remedy the situation. If on the other hand there is water available at the meter pit and the issue is on the user's side of the pit, or the meter pit valve is turned off, you will be billed for the service call. Please check before you call.