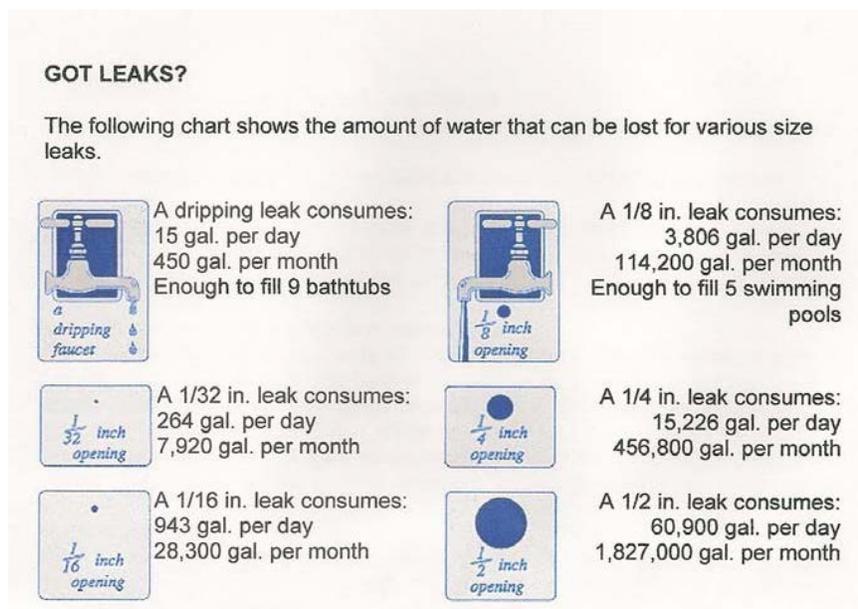


General Questions/Helpful Hints:

1. Q- Does the Department of Utilities offer Saturday appointments?  
A- No, scheduled appointments are only made during normal business hours only. However, customers may call 856-456-0169 for any emergency after business hours.
  
2. Q- I received a letter from someone offering to insure my service lines. I thought the Utility would repair any breaks in the lines.  
A- The Department of Utilities is responsible for the portion of the water and sewer service lines from the mains to the curb-line. The Department is not affiliated with any company that provides insurance for water or sewer services located on private property and make no claims regarding their legitimacy.
  
3. Q- How do I know if I have a leak?  
A- Locate the red triangle on the water meter. This is the low flow indicator. If the low flow indicator continues to spin clockwise without any fixture turned on, a leak is present. A second method is to write down the meter reading. After several hours of non-use, the reading should be the same. If not, a leak is present.



4. Hint- Use root/grease inhibitor in sewer clean-out or toilet to help prevent sewer backups.
5. Hint- Do not landscape around fire hydrants. During winter months clear snow from around fire hydrant near your property. This will assist firefighters in case of an emergency.
6. Hint- Do not cover water curb boxes or sewer vents.
7. Hint- Do not dump grease down sinks. Grease is one of the leading causes of sewer blockages.
8. Hint- If you have a sewer blockage, call the Department of Utilities before you call a plumber.
9. Hint- Install a check valve on your sewer line if you have below-grade fixtures, ex., toilet, washer or wash basin, etc., in basement or first floor of split level house.
10. Hint- Do not have sump pump tied into sewer line. This can lead to damage caused by flooding produced by sump pump pressurizing the sewer line in the event of a back-up. Also, it is a violation of State and Local codes to have sump pumps tied into the sanitary sewer line.
11. Hint- CALL BEFORE YOU DIG, dial 811- This will allow utilities to mark out any facilities they have in your work area. It is also the law.
12. Hint- Do not plant trees over sewer lines. Tree roots are attracted to water in these lines that can lead to blockages and broken pipes.
13. Hint- Prominently Display house numbers to make it easier to find your house.

### Water Related Questions:

1. Q-How much fluoride is in my water?

A- Naturally occurring fluoride exists only in trace amounts in the water supplied by the Department of Utilities and is not considered fluoridated.

2. Q- Will the Department of Utilities test my water?

A- In some cases. The Department routinely tests water in accordance with the NJDEP and USEPA regulations at all well/treatment facilities and approved points within the distribution system. This provides for a good representation of the quality of water that is supplied to all customers.

3. Q- Where can I get information about my water quality?

A- The Department sends a copy of the Consumer Confidence Report (CCR) to customers on an annual basis. The most current annual CCR may be viewed on the City of Gloucester's web site.

4. Q-Where does my water come from?

A- The water supplied to the City's consumers is supplied by the Department's wells that are located in the Potomac-Raritan-Magothy water strata, almost 400 feet deep.

5. Q-Why do I smell chlorine in my water?

A- Chlorine is a disinfecting agent used to assure there are no micro-organisms present in the water supply to customers. While there are no micro-organisms present in the pre-treated water, all water must use some form of disinfection agent as per NJDEP and USEPA regulations as a preventative measure. Only a small amount of chlorine is used and the required levels must be maintained.

6. Q- How does bottle water compare with my tap water?

A- While the Department cannot make any professional analysis of bottled water, it should be noted that bottled water quality is not controlled by the same governmental agencies and guidelines that a public water system must follow. There are several web sites that can be searched that can provide information about this topic.

7. Q- Why is my water cloudy?

A- In most cases, you are experiencing the presence of minute air bubbles, or dissolved oxygen in your water, especially in the colder months or from a worn valve in the house. There is no cause for concern as the bubbles form when the cold water enters into your house where the pipes are warmer, releasing the dissolved oxygen from the water. Customers can perform a simple test that will confirm air is present. Draw a clear glass of water and see if the water clears from the bottom to the top. If so, air is the cause of the cloudy water. If it clears from the top to the bottom, the problem could be sediment from the main caused by the opening of a fire hydrant or high flows in the area.

8. Q- Why is my water brown or red?

A- A slug of iron passed by your service connection and entered into your pipes. This may be caused by fire hydrant flushing or high flows in the area. In most cases, discolored water will clear on its own within an hour or two. You may also run the water from the bathtub fixture until the water runs clear. Contact the Department if the problem persists.

#### Sewer Related Questions:

1. Q- What do I do in the event of a sewer blockage?

A- Contact the Department at any time. The Department of Utilities provides an answering service during non- business hours. Customers are encouraged to contact the Department prior to calling a licensed plumber if unsure of the location of the blockage. The customer is responsible for clearing the blockage at their expense.

Customers are encouraged to contact the Department prior to calling a licensed plumber to assure the sewer main is not blocked.

2. Q- Does the MUA replace the lid on the sewer vent/cleanout?

A- No. The sewer clean-out and cover is owned and must be maintained or replaced by the customer.

3. Q- Who is responsible for a sewer backup?

A- The customer is responsible for clearing the blockage at their expense. Customers are encouraged to contact the Department prior to calling a plumber to assure the sewer main is not blocked

