

# Contact us

## Numbers to call for problems:

(937) 562-7108 (7:00 a.m. to 3:30 p.m.  
weekdays)

(937) 562-7450 (answered 24 hours a day)

## Regarding a claim:

(937) 562-7495 (7:30 a.m. to 4:30 p.m.  
weekdays)

## Regarding a billing question:

(937) 562-7457

Web site: [www.co.greene.oh.us/saneng/](http://www.co.greene.oh.us/saneng/)



# Checklist for household water problems



*Greene County  
Sanitary Engineering  
667 Dayton-Xenia Road  
Xenia, OH 45385  
(937) 562-7450*

## **CHECKLIST FOR COMMON PROBLEMS**

If you have a problem with your water, there are some common things you can check before you call for a representative to come to your home. If you check the following and still have a problem, please do call us at one of the numbers listed on the back so we can fix the problem for you as soon as possible. If you have a leak, remember the customer is generally responsible for leaks occurring in the house and in the lines to the curb stop (shut off valve.)



### **If you have low water pressure, discolored water, sand in lines, or no water –**

- ◆ Check water softener – bypass to see if this corrects the problem
- ◆ Check any in-line filter and bypass to see if this corrects the problem
- ◆ Check any pressure reducing valve on water supply
- ◆ Check aerators on faucets, may be stopped up with water softener resin

### **If you have taste or odor in water:**

- ◆ Check water softener, does it have salt in it?
- ◆ Check water heater

### **If you notice noisy pipes**

- ◆ Check for a malfunctioning pressure reducing valve – call a plumber

### **If you have cloudy or milky water**

- ◆ It is probably air in the water – recheck in 24 hours

### **If you have no water**

- ◆ Check to see if house water valve is turned on.
- ◆ Is water turned off due to nonpayment?
- ◆ Is house on a well?

### **If you notice high water usage:**

- ◆ Check for leaks
- ◆ Common leaks are: Running toilets, humidifiers, trap primers, water softeners.

### **If you have high water pressure**

- ◆ Check for malfunctioning pressure reducing valve
- ◆ Check to see if fire hydrants have been recently used by fire department or County personnel.

### **If you have stained laundry:**

- ◆ Keep the laundry wet and rewash using Iron Out

### **What if I need to dig a hole and I think it may be near the County's water lines?**

- ◆ Call the Ohio Utilities Protection Service (OUPS) at 1-800-362-2764 at least two days before you dig (excluding weekends and holidays).

### **What if I am a renter in a house or apartment, who should I call first?**

- ◆ We recommend you call your landlord and describe the problem you are having before contacting the County.