

## **Service Outages and Leaks**

**Contact our Customer Service Department at 864-582-6375**

Customer Service Representatives are available Monday through Friday from 8:00 a.m. until 5:30 p.m. to assist you. Field Services staff is available 24 hours a day for emergency response.

### **Water outages**

Customer Service Representatives can provide information on the cause of the outage, areas affected, and estimated time that service will be restored

### **Known Leaks**

Report leaks at your home or business. Customer Service Representatives can dispatch someone to turn off the water for repairs and to restore service when repairs are complete.

### **Leak Detection**

Report unexpected increases in your usage. Field Services will verify the meter reading and check leak detection equipment on the meter. If requested, an Inspector can perform an in-home inspection to help identify the source of a leak (available for single-family residential properties only)

### **Water Pressure**

Report issues or concerns about high or low pressure. Field Services can perform a pressure test at the meter to determine the amount of pressure being delivered from the main line,