FAQs:

1. Why is my water bill, in this quarter, so high?
* 6 more days of service were added to this bill as the City of Parchment was not able to take the readings until about a week later than the normal time frame.
* This bill has 6 weeks of normal summer water usage, before the water crisis struck.
* Lawn watering, laundry, dishwashing, flushing toilets and showers which are the greatest items that consume water were acceptable throughout the billing cycle.
* There was a demand charge increase that was voted in on May 21 that went into effect with this billing cycle: Parchment residents went from $20 to $26 and Cooper residents went from $30 to $39
* Because hydrant flushing is still going on, there may be particulates in the water that could cause a toilet to get hung up. On the round meters there is a leak detector (triangle) that can help you detect if there is a leak.

First, make sure that no one is using any water in your home. Look at the meter and note where the triangle is positioned (mark it with tape if necessary), wait for 10 minutes and look at the triangle to see if it has moved. If it has moved, when you know that no water has been used, it means that there is a leak and this will increase a water bill. Check toilets, hot water heaters, water softeners, and all faucets for necessary repairs.

If you have a newer composite meter, you will need to write the numbers down, do not use the water for 10 minutes, then look at the numbers and compare them to what was written down. If it increased, there is a leak. Check the items listed above and make the necessary repairs.

If you are unable to check for leaks, please call the City of Parchment at 269.349.3785 and we will schedule you for a leak check.

1. How much of a credit did a household receive for the flushing?
* Each household that has both water and sewer received a credit of $7.41 which equals one fire truck tank of water; this is enough water to flush a household system at least 2 times.
1. Why is my water rust colored?
* The rust color in the water is due to the flushing of pipes which causes the rust particulates to come loose in the pipes. This is a temporary situation. The water is safe to drink but may cause rust spots on clothing if laundered on a day where the water is looking rust colored. Avoid laundering on these days.
1. Why do they keep flushing the hydrants/lines?
* Michigan Department of Environmental Quality requires a multitude of testing when a water source is changed in a community. This is to ensure that the water is safe for drinking.
* The most recent flushing is to monitor the chlorine levels to make sure that they are at an acceptable level.
* The same hydrants are used each time so that they are able to keep the rust lower in the system.
1. Who do I call with my water quality concerns?
* City of Kalamazoo at 269.337.8756
1. What does the Michigan Department of Environmental Quality (MDEQ) expect of the City of Parchment?
* The PFAS is gone but because our water source has changed, MDEQ requires the City of Parchment’s water to be tested every day. This is very time consuming and our Public Works Department is struggling to keep up with the additional work that is required by the State of Michigan. Your patience is greatly appreciated as we work through the necessary requirements.