City of Great Falls
Finance Department
2 Park Drive S.
Great Falls, Montana 59401

Thank you for contacting the City of Great Falls regarding your high consumption concerns. If you have experienced a sudden, unexplained increase in your utility bill, we request that you start by conducting a self-analysis.

Please complete the attached High Water Consumption Checklist for some steps you can take to analyze a water bill that seems abnormally high. The major areas listed for your review are:

- Your bill--making comparisons with previous bills
- Inside your household--changes to usage or problems such as leaks
- Outside your household--issues with outdoor watering, irrigation systems or pools

Why has my water usage increased? Significant increases in water usage, as reflected in higher water bills, can generally be attributed to changes in your water usage habits. Some common changes include:

- Personal habits (shower length, bath frequency)
- Additional house guests
- Additional outdoor watering
- Leaking toilets
- Leaking fixtures or irrigation systems
- Filling a swimming pool
- Water efficiency of plumbing and appliances

We recommend that you first check these and other similar household items to ensure that they are not the cause of increased usage. Any water that goes through your meter is billable and will be charged to your account. Water leaks within or on a customer's property are the sole responsibility of the customer. Customers are responsible for all repairs from the water main under the street adjacent to your property to your house. Once water goes through your meter, you are responsible for the charges.

After you have completed the High Water Consumption Checklist and none of these solutions can account for the increase in your water bill, please contact Customer Service at (406) 727-7660. Please have your completed checklist when you call so we can better assist you.

The last option is to have your water meter tested. However, it is rare for a water meter to over-record water usage. Water meters do not contain any electrical parts. The meter functions based on the water that flows through it. It is much more likely that an older meter will slow down and under-record usage if it has been in service for an extended period of time.