

Village of Middlefield Utilities Frequently asked questions

Q: How is my water measured?

A: The Village of Middlefield measures water in gallons.

Q: Does the Village of Middlefield have a minimum?

A: Yes. The Village has a minimum of 6,000 gallons per quarter.

Q: How is sewer charged?

A: The amount of sewer is based on the amount of water that flows through the water meter.

Q: Does the Village have yard meters available for residents.

A: The Village no longer loans out yard meters. The Village has meters available to purchase and the resident needs to hire a plumber to install the meter. The resident still pays for the water but gets a sewer deduct.

Q: Is there a discount for senior?

A: Yes the Village offers a discount to seniors of 20% off the minimum 6,000 gallon charge only. The senior must be 65 years old, reside at the residence and own the home. Unfortunately this is not available to seniors who rent.

Q: Where does the Village of Middlefield water come from?

A: The Villages water comes from an aquifer that is north of town located in Middlefield Township. Ground water originates as rain or snow, soaks into the ground, and is naturally filtered through layers of soil and rock before replenishing the aquifer.

Q: Is there fluoride in the water?

A: The Village of Middlefield does not fluorinate the water.

Q: Can I pay my bill by phone or online?

A: You can pay your bill by phone using a credit or debit card. There is a \$4.00 convenience fee that the Village charges for this service. The village does not have online bill pay.

Q: Why does the Village of Middlefield use Chlorine in the water?

A: The high quality deep aquifer supplying our drinking water requires little treatment. However, chlorine is used to kill bacteria and viruses that could be found in the water. It's considered one of the most important tools for disinfecting drinking water. It's actually been in use for more than 100 years and is responsible for ending disease epidemics that were widespread prior to its use.

Q: Why does the drinking water often look cloudy when first taken from a faucet and then clears up?

A: The cloudy water is caused by tiny air bubbles in the water similar to the gas bubbles in carbonated soft drinks. After a while, the bubbles rise to the top and are gone. This type of cloudiness occurs more often in the winter, when the drinking water is cold.

Q: I received a letter regarding changing of my meter. I thought my meter was on the outside of my house?

A: All houses in the Village of Middlefield have their main meter somewhere in the home. The box on the outside of the house is called a remote reader and it is connected to the main meter in the house. Often times this remote reader stops working or becomes hard to read and the village need to install a new meter in your residence. Currently the Village is in the process of updating the old water meter to new radio read meter. If you receive a letter please call the office at 440-632-5248 to schedule a time to have your meter replaced.

Q: What is a radio read meter and how do they work?

A: The Village of Middlefield is installing the Hot Rod system by Mueller's which is an automatic meter reading system that allows for drive-by meter data collection. Meters outfitted with the Hot Rod Radio Transmitter the current reading to the Street Machine Mobile Data Collector, a device which interfaces with the EZ Reader software that collects meter reads and meter alarms (such as leak, reverse flow, no flow, and tamper alarms) as a meter reader drives along a given route. This system eliminates the need for the reader to walk on your property and it eliminates human error.

Q: My water bill seems unusually high. Is it possible that I used that much water?

A: Most customers have very consistent water usage from one quarter to the next. Sometimes summer lawn irrigation can produce some surprisingly high bills, especially for homes with automatic lawn sprinklers or if the area has had an unusually dry summer. If your bill seems high, check the reading on your meter to see if the meter was read correctly by the Water Authority. If the reading checks out, there are a number of tests that can be performed to try to find the cause of the additional usage. If you have an automatic sprinkler system, take a meter reading before a cycle and after a cycle to see how much water is used each time your sprinkler system runs. To see if something within the home is "stealing" water, take a meter reading before you go to bed at night, and then read it when you get up in the morning. If there was water used while you were sleeping, there is a good chance that something is leaking somewhere. The two main culprits for unintended water consumption within the home are toilets and water softeners. If the flapper valve within the toilet tank is leaking water into the toilet bowl, the tank will periodically have to fill to replace the lost water. This type of situation could go undetected for quite a while resulting in a high water bill for the customer. Water softeners periodically backwash themselves with fresh water to regenerate; sometimes the backwash valve can get stuck in the open position causing water to be continuously wasted to the sewer system. This is a situation that very often goes undetected because there is little associated noise created other than a soft trickling sound in the sewer pipe. This can result in a lot of water being wasted and some really high bills. If you find this to be happening in your home, turn the feed to the softener off and bypass if possible, and get the unit repaired immediately.