

Service FAQ's

Where is my meter? The meter boxes are located in the front on the property line, usually shared between two houses with both meters in one box.

How do I read my meter? The Woodlands MUDs bill customers in thousands of gallons used. Therefore, our meter reader would not include the three numbers with a black background (shown below) on the right side of the display. In the example below, the reading would be 9977.



Why is my bill high? The most common reasons for high water bills are toilet leaks, sprinkler leaks and over-watering.

How do I check for a leak? Water meters have a built-in leak indicator, shown as a red triangle in the example above. If all faucets are turned off and the indicator spins, there is a leak.

What should I do if I have a leak? A leak between the meter box and the house is the homeowners' responsibility. Under certain circumstances, a one-time leak adjustment can be granted. Call your Customer Service Representative for more information at 855-H2o-SAVE (855-426-7283).

How do I reduce the risk of a sewer back-up from the Municipal Utility District main collection line from entering my home? Main sewer line back-ups that actually affect a customer's home are relatively rare and are usually caused by an accumulation of household grease. Cooking oils and grease of any type should never be poured into the sink, garbage disposal or commode. Household grease can coagulate into a big enough mass to completely block a main sewer line. Check your Homeowners Insurance Policy.

If you don't have sewer back-up or overflow coverage, it makes sense to add it...or better yet, eliminate the source of the problem by disposing of grease and cooking oils with the normal household trash.

What do I do in the event of a sewer back up? In the event of a sewer back up, call the MUD office at 855-H20-SAVE (855-426-7283), and we will check the main line. After hours and on weekends call 855-H20-SAVE (855-426-7283) for emergency assistance.

Is there a main shut-off valve and where is it located? In most cases, the shut-off valves are located on the same side of the house as the meter box. They may be located in the garage or laundry room.

Where is my sewer clean-out? Normally the sewer clean-out is located at the front of the house and on the opposite side from the meter box. It is a 4" pipe with a white cap.

My meter box is full of water! If the water is running, there is a leak and you need to contact the MUD office at 855-H20-SAVE (855-426-7283). If the water is still but clear and the ground is soggy, there may be a leak. Just contact our office and we will check it out.

My meter box is full of dirt - there is no way that they read the meter! The meter reader will wipe the dirt or mud off of the register to read the number. This area will quickly fill back in with soil after the reading is taken.