

Town of Boone Public Utilities

Frequently Asked Questions

This month I have a large water bill. What should I do?

If your regular meter reading has unusually high consumption it may be an indication of one of the following problems; leak in commode tanks, leaky faucets, leak in main house shut off, underground leaks. If you have any questions, contact the Utilities Billing Division at (828)262-4550 or the Public Utilities Department at (828)266-1183.

What is wastewater?

Wastewater is sewage. This charge covers transport and treatment of sewage, from residential and commercial sources. The Town of Boone releases treated wastewater safely into the New River.

Information about the Water's Taste, Smell, Appearance or Water Pressure

My water is cloudy and/or tastes bad. Who should I contact?

Contact the Utilities Operations Division at (828) 266-1183 to report concerns about the taste, smell or appearance of your water. Hydrant flushing may be required to clear lines of cloudy water due to construction or maintenance of water mains.

I have low water pressure in my home. Who should I contact?

Contact the Utilities Operations Division at (828) 266-1183 for water pressure problems.

What is the range of water pressure in Boone?

The range of water pressure is between 40 and 225 psi (pounds per square inch).

Water Leaks, Sewer Backups and Overflows

Who is responsible for water leaks?

The Town of Boone is responsible to repair leaks between the water meter and the street. The customer is responsible to repair leaks between the water meter and their house.

Who should I contact if I see a water leak or a water main break?

To report water leaks during regular business hours contact the Public Utilities Department at (828)266-1183 or the Boone Police Department at (828) 262-4500 anytime.

Who should I contact if I see a hydrant leaking?

Contact the Utilities Operations Division at (828) 266-1183.

What should I do if I witness a sewer overflow?

Report the overflow immediately to the Public Utilities Department at (828)266-1183 and if after operational hours please contact the Boone Police Department at (828) 262-4500.

Who should I contact if I have sewer backed up in my home?

Contact the Utilities Operations Division at (828) 266-1183.

Water Supply and Treatment

Where does our water come from?

The Town of Boone's water comes from Winkler's' Creek and the South Fork of the New River. The water is treated at our water treatment facility and delivered to your house via underground pipes.

Are we under water restrictions?

The Town of Boone is not currently under any water restrictions.

Town of Boone Employees Working in Your Neighborhood

Why would the Town of Boone change my water meter?

To insure continued accuracy, the Town of Boone schedules to replace water meters every 10 years.

Why do Town employees operate hydrants?

Hydrants are opened twice per year to clear out sediment and keep the hydrants in good working order in case of fire. Some hydrants at the edges of the city limits where water is not running through the lines at high volumes are also flushed more regularly in order to maintain water quality.

Why are they digging a hole in the street and/or blocking traffic?

When the Town of Boone digs a hole in the street, we are generally repairing or replacing water or sewer lines.