Public Statement: 2026 Customer Leak Outreach Initiative

The City of Bryant Water & Wastewater Department would like to share an update about how we are strengthening customer communication and supporting our community in 2026.

Our official leak adjustment policy explains that while the City is not required to actively monitor Waterscope for leaks, we will notify customers if we happen to observe something unusual at the meter.

This policy remains in place, and we continue to encourage all customers to create and monitor their own Waterscope accounts so they can track daily water usage and identify potential leaks early.

However, as part of our renewed commitment to customer service, transparency, and community trust, the Water & Wastewater Department is going a step further.

Beginning in the January 2026 billing cycle, staff will proactively review Waterscope data each week.

Every week, our system will generate a list of the top 30 highest potential residential leaks in Bryant. Our staff will then personally reach out to those residents to let them know what we are seeing.

Our goal is simple:
Prevent surprises. Protect your budget. Help you catch leaks before your bill arrives.

Many leaks are small and easy to miss; a toilet that hangs up and runs intermittently, a faucet that drips overnight, etc. These issues can go unnoticed for days or weeks, especially if no one is home during peak usage times. By reaching out early, we hope to help customers avoid higher bills and unnecessary stress.

This hands-on outreach reflects our priorities for 2026:

- **Strengthening customer trust**
- **Improving communication**
- **Helping our community better understand and manage their water usage**
- **Partnering with customers instead of reacting after the fact**

Our team looks forward to working more closely with residents and helping ensure that small issues don’t become big ones.

If you have not yet created your Waterscope account, we strongly encourage you to do so and take advantage of the daily usage tools available to you. Together, we can protect our system, conserve water, and support our customers in a meaningful way.