

Water & Wastewater Customer Service/Billing



LOOKING FOR LEAKS – WHERE TO START?

FIRST: LOCATE THE WATER METER

The water meter is normally located in the basement, crawl space, or utility room where the water service line enters the property.

Step 1 – Pick a time when **no water** is being used. Lift up the black lid on the meter to reveal the dials, and observe the small blue star shaped disc and red sweep hand/needle on the water meter. If either one of these is moving, this means there is water moving through the meter and something is demanding water. If neither is moving, go to step two.

Step 2 – Pick a time when **no water** will be used for several hours, or overnight. Record the reading from the water meter. Check the reading several hours later, or in the morning before any water is used. If the meter reading has changed, there is a water device that is running or leaking.



WHERE TO LOOK?

TOILETS

Toilet leaks are the number one cause of increased water consumption. About 20% of all toilets leak. Several hundred gallons, or more, of water can be lost per day from a leaky toilet.

- ✓ Does the toilet handle stick, or get hung up?
- ✓ Does the toilet flapper seal tightly?
- ✓ **Perform a leak test:** Put a few drops of food coloring in the tank to change the water color. (**DO NOT FLUSH THE TOILET!**) If after 15-30 minutes, the dye color appears in the bowl, there is a leak that should be repaired. Typically, the toilet flapper needs to be replaced, or the water level/float needs to be adjusted.



OTHER PLACES TO LOOK:

- A water softener that is running more than normal?
- Faucets that are dripping, and will not shut off?
- Humidifier on the furnace that is running more than normal?
- Outside water spigot left on?
- Lawn sprinkler system that could be running/leaking?
- Water around the water heater?
- Any Questions?

Please call (441-7551, Customer Service; Monday – Friday, 7:30 AM-4:30 PM.