

WHY IS MY WATER BILL SO HIGH?

"Some helpful information"

1. Every customer has **different water usage requirements**. The typical average daily usage is approximately 50-60 gallons per person in the home (excluding irrigation, swimming pools, leaks, etc.). By **recording daily meter readings** about the same time each day, you can determine your water usage patterns and possible leaks. (Note: your meter box may/will become covered with grass, dirt and leaves. You are responsible for cleaning in and around your meter box. Be aware that spiders, etc may be in your meter box.)
2. The water department uses a Radio Read system with data profiling documenting water usage every hour. Reports are available upon request for a nominal fee.
3. The best step to begin looking for a possible water leak is at your water meter. Without using water, the leak indicator (small red sprocket near the center of the meter's register) should not have any movement.
4. In understanding the registration of your 3/4 or 1 inch water meter; every revolution of the needle on the meter's register is equal to ten U.S. gallons. Every number around the meter register is one gallon (the number to be used in the painted zero of the odometer). Every mark between the numbers around the meter register is one-tenth of the gallon. (Larger meters have different increments of registration.)
5. If the meter needle on the meter register moves one mark (one-tenth of a gallon) in one minute continuously, this would equate to 144 gallons per day or 4,320 gallons in 30 day period being lost.
6. Once you have determined you have a hidden water leak then it is a process of isolating zones with the meter left on.
7. By turning off a valve (if installed) on the outside of the dwelling and the leak detector stops would suggest the leak is "not" in your service line from the meter to the dwelling but would be inside. (the opposite would be true if the leak detector continued to turn.)
8. Leaking Adaptors that connect the customer's service line to the water department's meter yoke are the customer's responsibility.
9. If the customer's service line is leaking, it may not be easily detected because not all leaks come to the surface but follow field lines and other hidden escapes. Probing beside the leak can bring the water to the surface.

10. The most common leak inside would be one or more commodes. (By placing dye or food coloring in the tank and seeing the color show up in the bowl later indicates a problem.) Be aware that commodes can leak "intermittently".

11. Leaking faucets are obvious to detect. However, leaks under a concrete slab can be very hard to find. If the hot water line is leaking, a warm spot on the floor may be felt. Using amplified listening devices (such as a stethoscope) may work. Specialty leak detection companies with sonar or infrared are available.

12. Potential intermittent leaks could be : toilets, automatic sprinklers, hot water tank pop-off valves, swimming pool valves and livestock watering tanks.

13. Check for outlying areas such as abandoned wells, extra users connected to your meter that may have a leak, forgotten lines or faucets in the yard or to outside buildings.

14. Letting water run to prevent freezing can be costly in comparison to insulation and will not qualify for leak adjustments.

15. Forgetting to turn off hoses and irrigation systems does not qualify for leak adjustments.

16. The water meters are multijet meters that will not register without water passing through them.

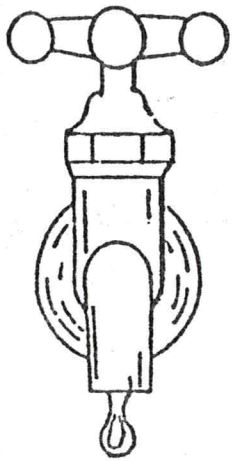
17. Water leaks on the water departments side of the meter do not go through the register, therefore are not billed to the customer.

18. If a leak is detected and the customer repairs leak promptly, customer can receive a one time leak adjustment.

19. Water leaks will eventually happen to us all. If you have poor plumbing issues with reoccurring problems, you may want to monitor the leak detector and readings on a regular basis.

NOTE: These points are just suggested information to save you money and not intended to be all-inclusive answers to all situations.

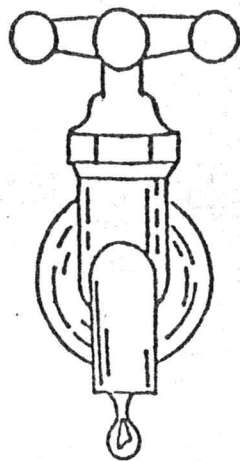
AVERAGE LOSS OF WATER LEAKING FAUCETS OVER A PERIOD OF ONE MONTH



30
DROPS
PER
MINUTE



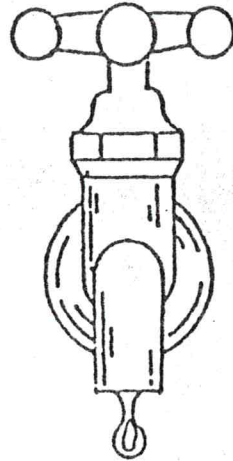
54
GALLONS
PER
MONTH



60
DROPS
PER
MINUTE



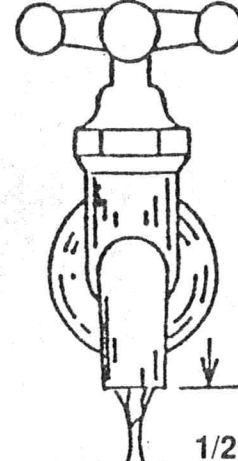
113
GALLONS
PER
MONTH



120
DROPS
PER
MINUTE



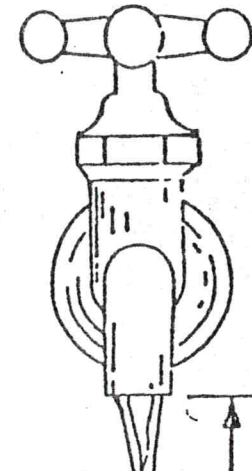
237
GALLONS
PER
MONTH



1/2"

1/2"

1014
GALLONS
PER
MONTH



1 1/2"

2202
GALS.
PER
MONTH



SMALL, CONTINUOUS LEAKS WILL WASTE LARGE AMOUNTS OF WATER. IN ADDITION, LEAKS IN HOT-WATER LINES WILL WASTE HEAT. KEEP ALL VALVES AND FAUCETS TIGHT. WHEN A LEAK DEVELOPS, REPLACE FAUCET WASHERS. IF VALVES OR FAUCETS ARE DAMAGED, REPLACE FAUCET OR VALVE ASSEMBLY.