



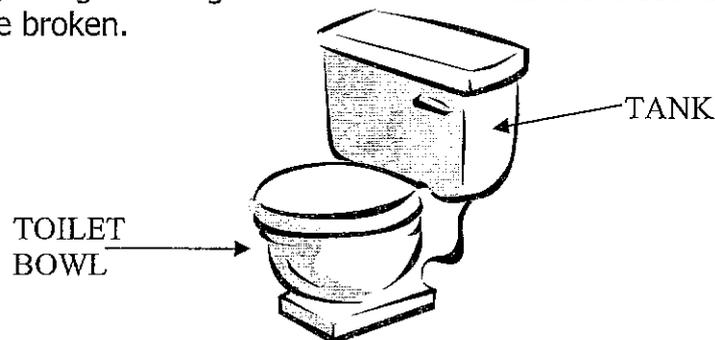
## Possible Solutions for Unusually High Water Bills

Usually, a high water usage can be traced to the following causes:

1. A toilet leaking, or continuing to run after being flushed.
2. Company visiting.
3. Watering the lawn, new grass, or trees. (Most people do not realize how much water they are using when watering outdoors, especially trees.)
4. Kids being at home for summer vacation or school holidays.
5. Water-cooled air conditioners.
6. A broken water pipe or obvious leak; (check pipes in the basement).
7. Water softener problems – cycles continuously.
8. Letting the water run to avoid freezing water pipes during very cold weather.

If none of the above apply, then try checking the following items:

1. Read the water meter at night right before going to bed and then first thing in the morning before anyone uses any water. The numbers on the meter should not have moved. If the meter numbers moved, then water is going through the meter. Something is leaking.
2. Place a few drops of food coloring in the tank on the back of EACH toilet in the house. Let it set without flushing anywhere from a few minutes (to find a big leak) to a few hours (to find a small leak). Make sure that all toilets are checked, since often it may be the one in the basement or guest room that is leaking. If any of the food coloring comes down into the toilet bowl (see drawing), there is water going straight through the toilet. This means the seal at the bottom of the tank may be broken.



3. If there is a shutoff valve behind the toilet, turn it all the way off at night or during the day while everyone is gone. If the water in the tank drops, water is leaking into the toilet bowl. This means the seal at the bottom of the tank may be broken or is not sealing properly.