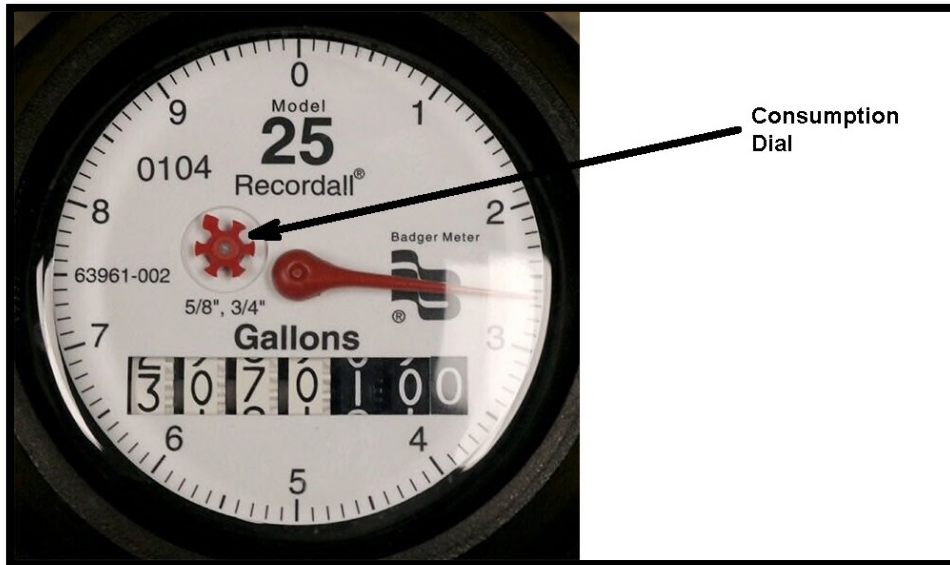


Help! I have a leak!

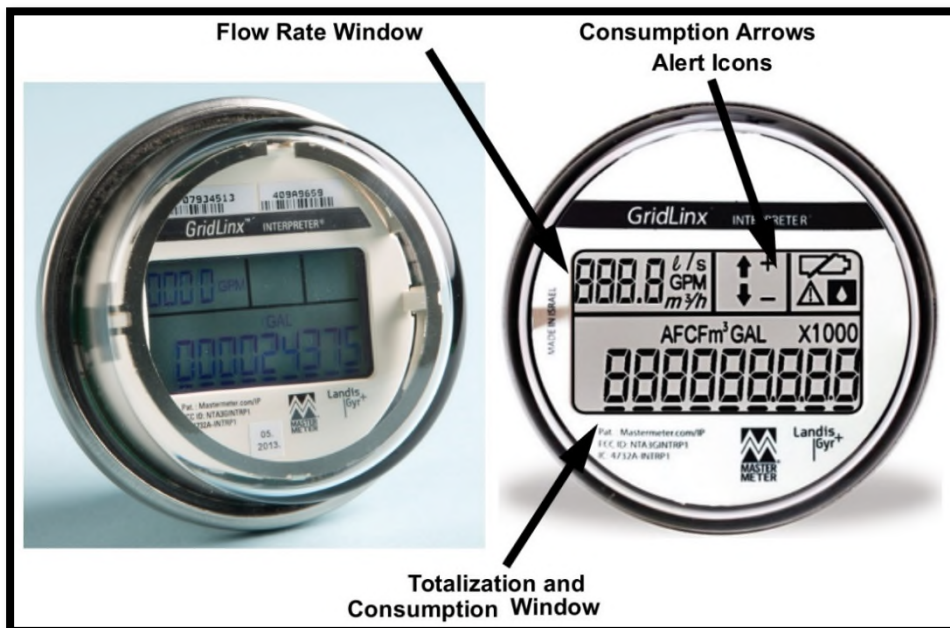
Leaking toilets, faucets, hose bibbs, washing machines, water heaters, and appliances can cause a huge spike in your water bill. If you want to catch leaks early, the best tool is your water meter.

The water meter can show even the slowest of leaks. The first thing you should do is to flip up the lid on your meter register and look at the dial. **Please note: The water meter can only register consumption if water is moving through the meter. The meter, dial, and register cannot ever move by itself.**

- A. Badger registers have a star-shaped dial that indicates consumption. If all faucets are off and no water is being used by known sources, the star-shaped dial should not move. If the star-shaped dial is moving, you have a leak somewhere in your home.



- B. Landis+Gyr registers have both a flow rate window and consumption arrow. If all faucets are off and no water is being used by known sources, the consumption arrow will not be lit. If the consumption arrow is on or there is flow in the Flow Rate Window, there is a leak somewhere in your home.



We recommend taking a picture of the register now and after approximately 30 minutes afterward to compare the readings.

How to Detect a Leaky Toilet

Leaking toilets are the number one source of wasted water in the home.

A leaky toilet tank can easily waste between 300 gallons (slow leak) and 250,000 gallons (running toilet) or more per month. To safeguard against this problem, it is highly recommended that you perform this test at least twice a year. Catching a toilet leak at its earliest stage can save a lot of water from being wasted as well as save you money on your water bill each month. To detect a slow leak, follow these steps:

1. Put 10-15 drops of food coloring or a dye tablet in the toilet tank.
2. Wait 30 minutes without flushing.
3. After 30 minutes, if the water in the bowl turns color, your toilet tank is leaking.
4. Investigate the cause of the leak. Adjust or replace the parts inside your toilet tank. Repair kits are inexpensive and are available at most hardware and home improvement stores.

Flapper Valve Leaks

The most common cause of a leaking toilet is an improperly sealing flapper. The flapper is the rubber valve in the bottom of the tank that lifts when the toilet is flushed. If the flapper is worn, dirty, or cracked, it allows water to continuously flow from the tank into the toilet bowl without flushing. Also, if the chain is twisted or too tight, the flapper cannot seal properly.

Flush Handle Problems

If the handle needs to be jiggled to keep the toilet from running, the flush level bar and chain (or the handle itself) may be sticking. Adjust the nut that secures the flush level bar in the toilet tank. If that does not work, the handle may have to be replaced.

Overflow Tube Leaks

Ideally the water level should be set so that it is about even with the fill line on the back of the toilet tank (approximately ½ inch below the overflow tube). If the water is too high in the toilet tank and is spilling into the overflow tube, the water level can be adjusted by turning the adjustment screw or by very gently bending the float arm down so that the water shuts off at a level below the overflow tube.

Broken Components

On occasion, we've seen broken fill valve components, leaking floats (sink instead of float), and leaking supply lines. These are rare, but possible causes of leaks as well.

How-To Video for Addressing Toilet Leaks

Here's a great video that explains many of these principles:

https://www.youtube.com/watch?v=7ePc9cz_FM

How to Detect a Leaky Hose or Hose Bibb

Hose bibbs are the second most common source of leaks

We have found holes in hoses, burst hoses, damaged valves, loose hose fittings, damaged rubber washers, and leaking spray nozzles. The best way to avoid this type of leakage is to turn your hose bibb off each time you are finished using your hose. Detecting a hose leak is as simple as placing it on an asphalt or concrete surface and looking for water. Remember, hoses and fittings don't last forever and should be replaced before they start leaking or burst. We recommend removing all hoses and fittings from hose bibbs before freezing weather, turning off the hose valve inside the house, opening the outside hose bibb (this drains the line), and closing the outside hose bibb. Draining all water from inside the hose and fittings is the best way to avoid freeze damage. We also recommend completely draining all automatic watering timers and bringing them into a warm area for the winter.

How to Detect a Leaky Sink

Leaking sinks are easy to spot. Just look for the drip! We recommend also looking under the sink for drips along the supply lines and valves. A small wad of toilet tissue can help with this process. Just touch the lines and valves in places with the tissue – if it gets wet, investigate further.

How to Detect a Leaky Washing Machine

Leaking washing machines can also be easy to diagnose. With top-loading machines, you can typically hear and feel dripping coming from the fill port. Front loading washers may require listening carefully and/or feeling along the drum to find leaks. We recommend also looking along valves and supply lines for leaks using the tissue method explained above.

How to Detect a Leaky Water Heater

The most evident sign of a leaking water heater is the presence of water puddles or pooling around the unit. Even minor water accumulation should be addressed, as it might signal a leak that requires immediate attention. Don't forget to examine the water lines going into and out of the water heater for leaks.

How to Detect Leaky Appliances

Look for leaks from your refrigerator and freezer (water dispenser, ice maker) as well as the supply lines. We occasionally see leaks in dish washers as well. If you have a humidifier on your furnace, look for water leaking out of the drain line while the furnace is not running.

How to Detect Water Pipe Leaks

Look for leaks along all pipes and valves using your hands and the tissue method mentioned above. Areas to focus on include valve stems and soldered joints. If you suspect a water pipe is leaking above a ceiling or behind a wall, it may be prudent to consult with a plumber immediately to mitigate damage.

Leaks Between the Water Main and Your Home

Occasionally, we are notified that there may be a service leak between the water main and your meter. This type of leakage can cause water to form in your yard or basement. **Leaks before the meter are not billed as they do not go through the meter but should still be addressed immediately.** Look for wet spots in your yard, areas of dark green grass, water in the basement, and more frequent sump pump cycling. Call us at (920) 886-6180 to have the Water Utility staff investigate these types of leaks.

Supply Lines

Supply lines are the pipes and hoses that supply water to devices in your house. Please examine all supply lines and replace them if they show signs of leakage or bulging. Some manufacturers give ranges of 5 to 10 years between replacement, depending upon use and material.