

## WHY IS MY WATER USAGE HIGH?

**To verify if a water loss is occurring, you can do the following:**

- 1) Look for a small white triangle on the face of your water meter. The triangle should be completely still if no water is being used. If the triangle is turning, this indicates that the meter is currently registering water flow. If the triangle is not turning, try step #2.\*\*
- 2) Take a water meter reading at a point when no water will be used. Write the number down from left to right. In place of the stationary zero, put in the number that the red needle is pointing to. Several hours later, take the reading again. If no water was used, the reading should be the same. If there is a change in the reading, you can subtract the two readings and calculate the number of gallons used.

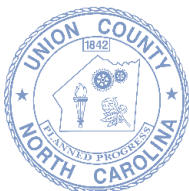
1	5	7	4	<u>0</u>
---	---	---	---	----------

(Your meter is read in 100's, therefore the last two digits are not read. The stationary zero should be the number that the red needle is pointing to, which is single gallons.)

\*\*When there are high and low inconsistencies in water usage, frequently the outcome would point to a leaky toilet. When the rubber flapper leaks, the water keeps running continuously or intermittently as the water level in the tank keeps dropping below the fill line. Or if the toilet mechanisms in the tank are not shutting off completely to fill the tank, after each and every flush, the water will keep trickling into the over-flow tube. (This is typically a silent leak).

**I want my meter tested.** A meter out of calibration is very uncommon. Before requesting your meter be tested, be sure that you have thoroughly checked for leaks. Should we test your meter and find that the meter flow measures correctly and there is no problem with the meter, a \$75.00 charge for testing the meter will be applied to your next billing statement for the testing, removal and reinstallation process. The same meter will be reinstalled at your residence.

**How to narrow down the location of a leak:** If the triangle on the meter is turning, shut off the irrigation valve in the ground. If the triangle stops turning,



this means you have a leak on the irrigation. If it continues to turn, shut off the main valve inside the house. If the triangle stops turning, then your leak is inside the home. If the triangle continues to turn, then the leak is on the line between the meter and the house valve.

**To calculate the number of gallons used for irrigation:**

Take a meter reading from your meter prior to operating the irrigation system. Take another reading when irrigating is finished. Subtract the readings to get the number of gallons used.

Multiply the gallons by the number of times the system will operate in a 30 day period. This will give you an estimated usage for a full month of irrigating. If your irrigation timer is turned off, water breaks and water loss can still occur. At the end of the irrigation season, turn off the water valve. The irrigation valve is usually under a green plastic box in the ground, closer to the house.

It is helpful if you mark your calendar at the beginning and end of your irrigation season. Customers are responsible for water usage for irrigation, filling of pools or for accidentally leaving hoses running. Customers are allowed to read their meters and to monitor for loss of water. If you remove the lid, be careful not to damage the black wiring as you lift or replace the lid. Damages to the electronic reading devices will result in a charge to your account.

