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High Water Bill?

- Locate your water meter. It is normally found at the property line in the front yard.
- Be sure that no one is using water. Read and record your meter reading.
- There is a hand that looks somewhat like a second hand on a watch. Note its position. Observe the position of this hand for 2 to 3 minutes. If it moves, there is a leak.
- There may also be a small triangle or a star shaped device on the dial (look at the center of the illustration at right). If it is moving, water is leaking.
- You may have a water cut-off valve inside your house. If so, close the valve. If the meter is still moving, your leak is between the meter and the valve location. Look for wet spots in the yard. This type of leak is often difficult to locate, so you may need to call your local plumber.
- If the meter flow indicator hand stops when the cut-off valve is closed, the leak is in the house beyond the cut-off valve. Turn the valve back on and check under the house for leaks.
- Check the water level in the commode. It should be at least 1/2 inch below the top of the overflow tube.
- Some leaks are very small. A leak that runs 24 hours a day will add up to a large water bill.
- To determine the size of a leak, read your meter before you leave for work or before going to bed—any long period of time when there will be no water usage. (Be sure that icemakers and any other type of automatic water devices are turned off). After several hours, read the meter again. Subtract the difference. This number represents the size of the leak. If your meter registers in cubic feet rather than gallons, multiply the number by 7.5 to determine the number of gallons leaked.

Have a leak repaired quickly! You are responsible for all the water that goes through your meter.

Delaying repairs can be costly!

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AUBURN WATER SYSTEM, INC

3097 LOCKE LN
CRESTVIEW, FL 32536
850-682-1258 OR 850-682-3413 ~ FAX 850-683-1151

Trouble Spot Check List

1. WATER TANK ON COMMODE:
   A) SEEPING LEAD VALVE CAUSING OVERFLOW

   B) BALL OR FLAP VALVE NOT SEATING.
2. WATER HEATER FILLING OR LEAKING
3. DRIPPING FAUCETS IN TUB, SHOWER, LAVATORY, SINK, OUTSIDE FAUCETS LEAKING, ETC.
4. RELIEF VALVE ON WATER HEATER OPEN OR SEEPING.
5. OUTSIDE FAUCET OPEN OR DRIPPING.
6. WASHER OR DISHWASHER FEED VALVE OPEN OR SEEPING.
7. HOSE IN YARD TURNED ON OR LEAKING.
8. UNKNOWN LINES IN YARD OR TO OTHER OUTLETS.
9. LEAKING PIPES OR FITTINGS IN HOUSE OR IN LINE BETWEEN THE METER AND THE HOUSE
10. SWIMMING POOL, FISH POND, FOUNTAIN, **SPRINKLER SYSTEMS, WATERING YARD, ETC.**
11. SERVICE LINES TO OUTSIDE BUILDINGS LEAKING.
12. ANY EQUIPMENT CONNECTED TO WATER LINES.

WATER WASTE IN GALLONS IN 24 HOURS AT 40 POUNDS PRESSURE.	
HOLE	GALS.
•	570
•	970
●	3.600

!!!! Always Check The Meter!!!! Usually Located in the Right-of-way or at the Property Line

Possible causes for low pressure in your *HOUSE* might be:

- The main valve at the water meter is off or partially off.
- Screens on the faucets are plugged; or a plumbing problem.
- Water hose or sprinkler system on.

Possible causes for low pressure in your *AREA* might be:

- A main break in your area.
- A major fire.
- Water main maintenance or construction work.

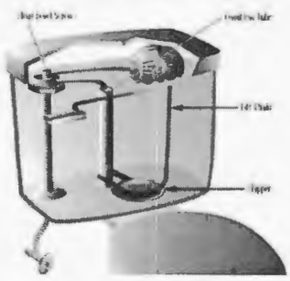
Q: What part of the service line is the Water Department's responsibility and what part is mine?

- Anything from AWS main water line to the METER box is the Water Department's responsibility. The Water Department is also responsible for the meter itself and its connection.
- Anything beyond the meter box, to the house, etc is the customer's responsibility.

Leak Size		Gallons Per Day	Gallons Per Month	Cubic Feet per Quarter
	A dripping leak consumes:	15 gallons	450 gallons	180 Cubic Feet
	A 1/32 in. leak consumes:	264 gallons	7,920 gallons	3,168 Cubic feet
	A 1/16 in. leak consumes:	943 gallons	28,300 gallons	11,319 Cubic Feet
	A 1/8 in. leak consumes:	3,806 gallons	114,200 gallons	45,681 Cubic Feet
	A 1/4 in. leak consumes:	15,226 gallons	456,800 gallons	182,721 Cubic feet
	A 1/2 in. leak consumes:	60,900 gallons	1,827,000 gallons	730,800 Cubic Feet

Ideas to help the customer find water leaks:

- Check your meter, is it running when all water is off
- Listen and look for running water.
- Replace worn out gaskets and washers, make sure faucets have washers.
- Check the water heater, dish washer, clothes washer, etc for leaks.
- Check for any damage to sprinkler system. As the weather gets warmer and sprinkler systems are turned on after winter, AWS often get calls from customers that have unusually high water usage in April, May and June. Often, the cause of these seasonal calls stem from cracked sprinkler pipes or broken sprinkler heads.
- Have you checked your property and your meter box to see if you have a leak? Is your meter running when all water is off? Does the grass in your yard have puddles, a spot greener, or large wet spots? Are there curious, spongy areas in the lawn that ooze water when you step on them? These may be indications of a water leak.
- Leaking toilets because more water waste than any other fixture in the home. Even a silent toilet leak (that's one you normally can't hear) will waste from 30 to 500 gallons of water per day! The ones you can hear will waste much, much more. Such wastage can normally be attributed to a faulty water level adjustment or to a leaky flapper.
  Most people will say their toilet does not leak.
  There is one sure way to find out. Put some food dye in the tank or pick up free dye tablets at AWS. If color shows up in the bottom bowl of the toilet within 15 or 30 minutes it may be time for a new flapper (flush valve seal) or assembly.



- Make sure the float arm is at least ½ inch below the top of the overflow tube.
- If you don't have a cut off valve at your house and you need to shut off the supply of water to your house (to repair a leak, etc.) there is usually a shutoff valve right at the water meter. The water meter shutoff valve typically looks like a brass bolt or a handle located on the pipe connected to the water meter. Often this bolt or a handle will have an arrow stamped into the top indicating the direction of flow. To shut off the water supply, ***for the bolt turn off*** use a large pair of pliers to turn the bolt 90 degrees and ***for the handle*** you turn it 90 degrees. You can check to make sure that the water is off by operating a faucet or hose bib. To restore the water supply to your home, simply turn the bolt or handle back to the position you found it.

If you do not have a water leak and your bill seems high, consider these questions:

- Did you have a leak last month or were your children playing in the water or did a hose get left on?
- Did you go on vacation and leave someone else in charge of your lawn watering?
- Do you have an automatic sprinkler system? Have you checked it for leaks or a broken head? Have you checked to see how much water is used EACH time the sprinkler system is run? A hose left running can waste between 20 and 50 gallons of water per minute.
- Have you put in a new lawn, seed the lawn, install a sprinkler system, use more water keeping the grass green, or fill a pool recently?