



Why Is My Bill So High, I Never Use This Much Water?



Partner

Your bill is based on how much water passes thru your meter, which is read monthly. Since movement of water is the only source of energy the meter has, anytime you see a dial moving on the meter, it definitely means there is water moving through it. Some causes for high bills are: size of household (includes having relatives come stay during the holidays), size of home or yard, and more days between readings and of course, plumbing leaks. We read meters every 25 to 35 days and sometimes a misread can occur due to human error or electronic transmissions.

Requesting a Meter Re-read: Please contact our office 972-564-7300, request a consumption history, and begin looking for leaks. If your normal water usage has increased at least 20%, then we will schedule a meter technician to re-read your meter. After the meter is re-read and if the reading is determined to be **incorrect**, then an adjustment will be placed on your account.

If the meter is functioning properly, then you must find your leak and repair it as soon as possible.

The Facts on Leaks:

- Leaks can account for, on average, more than 10,000 gallons of water wasted in the home every year, which is enough to fill a backyard swimming pool.
- The amount of water leaked from U.S. homes could exceed more than 1 trillion gallons per year. That's equivalent to the annual water use of Los Angeles, Chicago, and Miami combined
- Ten percent of homes have leaks that waste 90 gallons or more per day.
- Common types of leaks found in the home include leaking toilet flappers, dripping faucets, and other leaking valves. All are easily correctable.
- Fixing easily corrected household water leaks can save homeowners more than 10 percent on their water bills. Keep your home leak-free by repairing dripping faucets, toilet valves, and showerheads. In most cases, fixture replacement parts don't require a major investment.
- Most common leaks can be eliminated after retrofitting a household with new WaterSense labeled fixtures and other high-efficiency appliances.

Just because you don't see any water doesn't mean that there isn't a leak.

Drip! Drip! Drip! That small little irritation that keeps you up at night will never go away unless you fix it. Even a small drip can waste as much as 170 gallons of water each day, or 5,000 gallons per month. Do it yourself or call a plumber. *If you are not sure how to repair this type of leak you should call a plumber to avoid any further problems or before the leak gets worse* **Contact our Community Development Dept to request a list of Registered Plumbers 972-564-7300 ext 1181.**

Do you know where your master shutoff is located? It will save you time and money if your pipes burst

Leak Detection:

- To check for hidden leaks, turn off all indoor and outdoor faucets, including your ice maker, then look at the meter. If the small dial is turning, you've got a leak. Call a plumber immediately
- A good method to check for leaks is to examine your winter water usage. It's likely that a family of four has a serious leak problem if its winter water use exceeds 12,000 gallons per month.
- Check your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, you probably have a leak.

- One way to find out if you have a toilet leak is to place a drop of food coloring in the toilet tank. If the color shows up in the bowl within 15 minutes without flushing, you have a leak. Make sure to flush immediately after this experiment to avoid staining the tank.
- Jiggle the handle; It might just be the chain. You may only need to adjust it. Shorten the chain by removing a few links.
- Adjust the “adjustment screw” on the toilet’s float to stop water from going into the overflow tube.
- Check the waterline connections and faucets regularly

Faucets and Showerheads:

- A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year. A home with WaterSense labeled toilets could use that water to flush for six months!
- Leaky faucets can be fixed by checking faucet washers and gaskets for wear and replacing them if necessary. If you are replacing a faucet, look for the WaterSense label.
- A showerhead leaking at 10 drips per minute wastes more than 500 gallons per year. That’s enough water to wash 60 loads of dishes in your dishwasher.
- Most leaky showerheads can be fixed by ensuring a tight connection using pipe tape and a wrench.

Toilets:

- If your toilet is running constantly, you could be wasting 200 gallons of water or more every day.
- If your toilet is leaking, the cause is most often an old, faulty toilet flapper. Over time, this inexpensive rubber part decays, or minerals build up on it. It’s usually best to replace the whole rubber flapper—a relatively easy, inexpensive do-it-yourself project that pays for itself in no time.
- If you do need to replace the entire toilet, look for the WaterSense label. If a family of four replaces its older, inefficient toilets with new WaterSense labeled ones, it could save more than 16,000 gallons per year. Retrofitting the house could save the family approximately \$2,000 in water and wastewater bills over the lifetime of the toilets.

Outdoors:

- An irrigation system should be checked each spring before use to make sure it was not damaged by frost or freezing.
- An irrigation system that has a leak 1/32nd of an inch in diameter (about the thickness of a dime) can waste about 6,300 gallons of water per month.
- To ensure that your in-ground irrigation system is not leaking water, consult with a WaterSense irrigation partner who has passed a certification program focused on water efficiency; visit www.epa.gov/watersense/meet_our_partners.html for a complete list of irrigation partners.
- Check your garden hose for leaks at its connection to the spigot. If it leaks while you run your hose, replace the nylon or rubber hose washer and ensure a tight connection to the spigot using pipe tape and a wrench.
- Turn off your outside faucets when you plan an extended vacation to avoid unauthorized persons from turning them on.
- Watering lawns during the early morning or evening hours will decrease evaporation loss. Do not water on windy days. Set sprinklers to water grass not sidewalks and driveways. **City of Forney does not allow the watering lawns between the hours of 10:00 am and 6:00 pm.**

EPA’s WaterSense Program For more information, visit www.epa.gov/watersense