
TOWN OF MARSHVILLE

est. 1877

WHY IS MY WATER USAGE HIGH?

High or abnormal usage indicates that you may have a water leak. Increased consumption may be due to leaking faucets, either inside or outside of the home, a leaking hot water heater, a broken service line, the service line connection clamp is broken or loose, or pipes leaking underneath the house. Even kids home for summer break or having holiday guests over can cause increased water usage.

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

1. Look for a small 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, then please move on to step 2.
2. Take a water meter reading at a point when no water is being used. Write the number down from left to right. Remember to include the stationary zero. Take another reading again a few hours later. If no water was used, the reading should still be the same. If there is a change in your reading, subtract the two readings to get the number of gallons used.



Stationary Zero

Leak Indicator. Will turn when water is going through meter.

When there are high and low inconsistencies in water usage, frequently the outcome is a leaking toilet. When the rubber flap leaks or wears down, 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 toilet flush, the water will keep trickling into the over-flow tube. (This is typically a silent leak). One way to check for a worn rubber seal is to drop five to six tablespoons of food coloring in the water holding tank after you have flushed the toilet. Wait about 10 to 15 minutes. Look inside the toilet bowl to see if the water has become discolored.

Customers should also check their outside faucets periodically for leaks. Especially during the winter months, or during a hard freeze.

How to narrow down the location of the leak:

If the triangle on the meter is turning, 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. If you have an irrigation system, shut off the irrigation valve in the ground. If the triangle stops turning, this means you have a leak on the irrigation.

The following table shows the amount of water that can be lost (and billed to your account) for various size leaks.

Leak Size		Gallons Per Day	Gallons Per Month
	A dripping leak consumes:	15 gallons	450 gallons
	A 1/32 inch leak consumes:	264 gallons	7,920 gallons
	A 1/16 inch leak consumes:	934 gallons	28,300 gallons
	A 1/8 inch leak consumes:	3,806 gallons	114,200 gallons
	A 1/4 inch leak consumes:	15,226 gallons	456,800 gallons
	A 1/2 inch leak consumes:	60,900 gallons	1,827,000 gallons

What can I do if my bill is unusually high?

If you receive a bill that you feel is too high, you may request that the meter reading be rechecked. If the meter reading is found to be accurate, you may need to contact a plumber or other professional to help determine the source of a leak. Property owners are responsible for all private service water lines from the public water main to the residence or business, and for leaks inside the home or business.

Requests may be made for an adjustment to a bill for a water/sewer leak provided an individual can demonstrate proof that the leak has been repaired. Adjustments are made using the policy that a customer will pay a six-month average plus half of the loss. Customers are allowed one adjustment in a twelve-month period.

It is advisable that customers check their meters at least once a month to verify that the leak detector is not turning when no water is being used.
