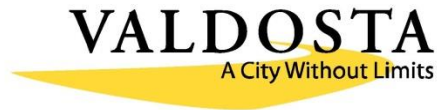


## WATER AUDIT CHECKLIST (Customer)

The list below is not all inclusive, but is used as a guide to identify the most common causes of high water usage.

**When you have experienced a higher than normal water bill, consider the following possible causes of high water use:**

- \_\_\_\_\_ Broken irrigation line, sprinkler heads or timer not set properly.
- \_\_\_\_\_ Remodeling, painting, or other work done to premises.
- \_\_\_\_\_ New landscaping and required irrigation of such.
- \_\_\_\_\_ Garden irrigation (vegetables, flowers, etc.).
- \_\_\_\_\_ Hose spigots left running (intentionally or unintentionally by someone else).
- \_\_\_\_\_ Washing vehicles with hose left running.
- \_\_\_\_\_ Broken plumbing, leaking toilets, dripping faucets, etc.
- \_\_\_\_\_ Dry and hot summer causing much higher water use throughout the city.
- \_\_\_\_\_ Auto-fill on swimming pools, hot tubs, fountains, etc.
- \_\_\_\_\_ Pressure washing/using hose to clean home, sidewalks, driveways, patios, etc.
- \_\_\_\_\_ Leak on customer side of water meter.
- \_\_\_\_\_ Summer guests and parties; water slides or other outdoor recreational activities that use water.
- \_\_\_\_\_ Children playing with water (hoses, filling sinks, tubs, etc. or flushing toilets excessively).
- \_\_\_\_\_ Theft of water by someone including neighbors or others? Dishonest mobile businesses such as pressure wash companies, pest control companies and mobile car washes have been known to steal water from premises when no one is present.



## Check Your Home for Water Leaks

- If all your taps are off and your meter is ticking over, this is a good indication that you have a water leak.
- A leaking toilet wastes 15 gallons of water per day and is a common water leak. They can easily be checked by the following steps:
  - Put a few drops of food coloring into the toilet tank.
  - If color appears in the toilet bowl before flushing, you have a leak.
  - Flush as soon as the test has been completed as food coloring may stain the tank.
  - Repair the leak as soon as possible.
- A faucet dripping one drop of water per second wastes 9 gallons of water per day.
  - Check each faucet or tap on your property. If it appears to be dripping, you should replace the washer or contact a licensed plumber to repair the leak.
- Wet areas or large green patches in your lawn or garden may indicate a leak in an irrigation system or the water pipe between the meter and your house.
  - Check all irrigation piping, sprayers and sprinkler heads or call a licensed plumber to check for any leaks.

**Note:** Any water meter that is replaced because of reported high water use is thoroughly tested. These tested meters have been found to be 99% plus accurate. Meters never run high due to age, but can run slower recording less water than is actually used.

**Credit Issue Policy:** All high water use complaints are investigated to determine if there is an explanation. When an appropriate explanation is found, a onetime credit is issued only on the sewer portion of the bill as the water still went through the customer's water meter and is the responsibility of the customer.