

## **HIGH BILLS**

Several factors can impact the amount of water that goes through your meter.

### **TOILET, SINK, OR OUTDOOR FAUCET LEAK.**

If you notice a small drip from your faucet it has the potential to increase your water bill by a noticeable amount. Click [here](#) for information regarding water leaks.

### **HOW TO CHECK A TOILET LEAK**

- Add several drops of food coloring or coloring tablets into the toilet tank. Wait about 1 hour. Do not flush toilet or run water during this time.
- Check the water in the toilet bowl periodically to see if there are any changes in the color. If there is a leak, the colored water will be visible in the bowl. View the [Water Leaks \(PDF\)](#) for information on how to check for leaks.

### **CHECK IF YOU HAVE ANY LEAKS AT ALL IN YOUR HOME**

If no one is home during the day, write down your meter read numbers (from inside meter) when you leave in the morning, and again when you get home or at night before bedtime and again in the morning. Do not flush or run water during this time. Compare the numbers. If the numbers have not changed, there is no water going through your meter and therefore, no leaks. If the numbers do change, there is a water leak somewhere. If you cannot find the leak you may need to call a plumber.

### **SUMMER SEASON WATER USAGE**

If you watered your lawn, filled a swimming pool, washed your vehicle or did any outdoor activities that required the use of water, your charges will reflect this and will seem higher than normal due to the increased usage.

You can check the usage period on your bill under the 'Meter Readings' section to check if your bill covers any summer months. The Read Dates listed tell you the starting and ending dates of your billing period.

### **SUMP PUMPS WITH WATER BACK UPS**

Sump Pumps with a water backup system may need to be checked. In recent years, many homeowners have installed a sump pump system that involves an electrically operated sump pump, with a second back-up pump that is operated by water pressure. The water operated back-up pump is utilized only when there is no electrical power to the main sump pump.

In recent years, we have had several water customers who were unaware that they had been operating the back up sump pump for an extended period of time. They discovered this fact when they received extremely large water bills; In one case, the customer's water bill was over \$800!

Customers who have this type of system need to be in the habit of occasionally checking to confirm which sump pump is operating. In two recent cases, the sump pump circuit within the home had “tripped out”, and the homeowner simply was not aware that the back up pump was being operated every time the sump would run.

### **HIGH ESTIMATES**

You have been receiving high estimates on your meter readings. If your bill is estimated, this will be noted under "Bill Type" on your bill. Your bill is then estimated for that cycle based on the average of your last two years usage, in which time your use habits may have changed. See the answer to the question, “Why is my meter read estimated?”

You may request an appointment for a “High Bill Check” from the Department of Public Works at 734-466-2650. Our service representative will check your meter reading, check your equipment to ensure your outdoor device is in working order and confirm it matches the indoor reading, make sure the meter is turning properly, check for toilet leaks or other causes.