



Customer high usage work sheet.

Occasionally a customer has an increase in usage without knowing why. We have created a work sheet to help the customer try to investigate the cause of the high usage.

The meter is read in 1000's of gallons. Did the usage go up by 1,000 or 2,000 gallons? If so, it could be carry over from the previous month that you didn't get billed for. For example: if a customer averages 3,000 gallons a month, then one month the usage was 2,990 when the meter was read. That month's bill would drop to 2,000 gallons and the 990 gallons would carry over to the next month. Then the next month the usage is 3,010 gallons plus the 990 carried over from the last month would add up to 4,000 gallons. So it would look like the usage doubled when it really only changed by 20 gallons. The two bills together still average out to 3,000 gallons.

What are the reading dates of the bill? Please keep in mind that the usage of the bill you just received in the mail is for dates in the past. Is it for a longer time period?

CITY OF LAFAYETTE P O BOX 1688 LAFAYETTE IN, 47902-1688		UTILITY BILL Customer Copy							
Customer Name				Service Address					
Bill Number	Bill Date	Customer Number - Account Number		Previous Meter Reading		Current Meter Reading		Read Code	Due Date
8977	02/19/2019	219-0400-000		612		622		A	03/07/2019
Description	Meter	Previous Read Date	Current Read Date	Usage (1,000 gal.)	Charge				
WATER RESIDENTIAL	57234759	01/02/2019	02/04/2019	10	30.90				
METERED SEWER RESIDENTIAL					79.45				
SALES TAX					2.16				
FIRE PROTECTION INSIDE CITY					1.98				
STORM WATER RESIDENTIAL					5.00				

Previous Read Date Current Read Date

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High usage check list

Common causes of extra usage:

	Yes	No	
			Did you have company or additional people stay with you during that time?
			Were the kids home during winter/summer break from school?
			Do you have a humidifier on the furnace?
			Do you have boiler heat?
			Do you have water cooled airconditioning?
			Have you turned on an irrigation system? Is it separately metered? If not, please visit our website or call our office for information on Residential Summer Sewage start and end dates. www.lafayette.in.gov/ubo

<u>Yes</u>	<u>No</u>	
		Did you water the lawn/garden during this time period?
		Did you fill a pool or hot tub?
		Did you do extra cleaning?
		Have you power washed the house/driveway?
		Have you made any plumbing repairs recently? Would it have been during this time period?

<u>checked</u>	
	Leaks: check anything that uses water for leaks.
	Check faucets/shower heads. Any drips? Are they hard to turn off?
	Outside spigots - don't forget to disconnect garden hoses in the fall before first freeze!
	Have you checked crawl space or basement for leaks?
	Water Heater
	Dish Washer
	Ice maker
	Humidifier



	<u>Toilets: there are several different ways a toilet can leak</u>
	Check water level in the tank, is it too high?
	Do you have to jiggle the handle to get it to stop running? Ask family members/roommates if they have noticed any issues.
	Flapper no longer seals. Have you done the dye test to see if there is a leak you can't hear? *See attached for more information about toilet leaks and how to do the dye test.

	<u>Water softener malfunction.</u>
	Does it sound like it's running all the time? Is it using more salt? NOTE: check for other leaks first! If there is a leak after the water softener it could be using more salt trying to keep up with the usage and not actually be malfunctioning!
	Double check the settings, a power outage could cause the settings to reset to factory default.

	Does this meter feed more than one building? Have you checked for leaks in the other building?
	Do you have a sump pump? Is it electric with a water back system?

If you have answered "no" to all of the questions above please contact the Utility Billing Office at **765-807-1100** or email ubquestions@lafayette.in.gov



Toilet leaks

If your usage has gone up and you don't know why, the first thing we recommend to check is the toilet. There are 3 different ways a toilet can leak.

Water level in tank is too high.

Take the lid off the tank and check the water level. There is an emergency over flow tube. The water level should be at least a half inch from the top of this tube. If water is right at the top of the tube then water is going down the drain and the float needs to be adjusted.

Issues with the chain that connects the handle to the flapper.

Have you ever had to jiggle the handle to get the toilet to stop running? Next time this occurs, before you jiggle that handle, take the lid off of the tank to see what is happening. Is the chain too long and getting caught under the flapper? If so then it may just be a matter of adjusting the chain, but don't make it too short or it will just hold the flapper up and not allow it to rest on the bottom. Is the chain hung up on itself? You may need to replace the chain. Sometimes instead of a chain it's made out of rubber and tends to float and can sometimes get caught around the arm of the handle. Is the chain okay but the flapper is leaning backward? Replacing the flapper with one that is weighted might help it fall back into place. When it is wide open like this a toilet can use 6,000 to 10,000 gallons a day! Check with your favorite hardware store to see what they recommend.

Flapper is no longer creating a good seal.

A toilet flapper usually only last a few years. We recommend doing a dye test because you can't always see or hear a leak. Put a few drops of food coloring in the water held in the tank (the back). Color the water pretty good and let it sit, **without flushing**, for 20 to 30 minutes. Check the water in the bowl. If the flapper is working properly then the color will not show up. If the water in the bowl has changed color, then the flapper is not creating a good seal and it is allowing the water to run through the system and it needs to be replaced. Flush immediately after completing your test to avoid discoloration of your stool. Whether you replace the flapper yourself or have a plumber do it, we recommend repeating this dye test to be sure the new flapper fits properly.