

Toilet leaks

If your usage has gone up and you don't know why, the first thing to check is the toilet. There are 3 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, 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.

Flapper is no longer creating a good seal.

Toilet flappers 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.

NOTE: The Billing Office does not give adjustments to a customer's account for a leaking toilet.