Mystified by a high water bill?

LOOK FOR THESE CLUES...

1. How many days are you being billed for? We bill residential accounts bi-monthly so your bill is usually for about 60 days of service. If for some reason your bill is for more days of service than usual, your bill could be higher.

2. Has your consumption changed? Compare your consumption for this bill to the consumption for the same period last year. At certain times of the year people do use more water than at other times.

3. Could you have used more water during this period? Have you had guests for an extended period? Has someone in the house started taking long showers? Have you started watering your lawn and garden? Have you been washing your vehicles or used your hose for anything else? Did you accidently leave a faucet or hose running?

4. Have you noticed any leaks inside the home? Do you have a dripping faucet? Do you ever have to jiggle the handle on a toilet to get it to stop running? Do you have a toilet that periodically starts running, but then stops? Is there a wet area around your water heater that could indicate a leak in the heater tank or the plumbing to the heater tank? Any of these can contribute to a high bill.

5. Check for any unexplained wet areas in your yard. If you find a wet area, turn off the main water supply at the house and then check your water meter to see if the star or triangle is moving. If it is moving, you could have an underground leak in the water line from the meter to your house.

You may elect to call a plumber and/or have repairs made at any time, at your own expense. If a leak is the cause of your high bill and repairs are made, you may qualify for an adjustment upon verification of repair. If you have any questions or would like more information, please call City Link 311 or 336-727-8000.