

HIGH WATER USAGE

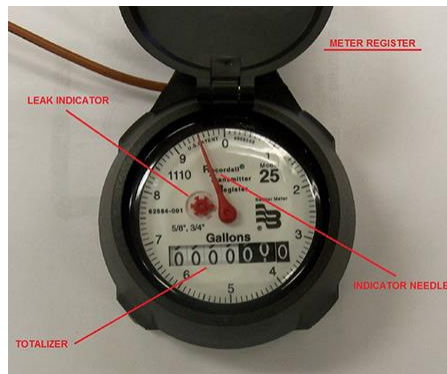
It is not uncommon to see usage in the summer for individual users dramatically spike, with some customers using three to ten times (or more) water than during winter months. It is also not uncommon for irrigation systems to reset to factory settings (after power outages or spikes), and use substantially more water than the consumer realizes. We recommend having your system inspected periodically to insure that it is functioning properly. We can also provide a worksheet to allow the customer to estimate how much water their system is using.

Even small leaks can cause extremely high water usage. This is illustrated in the chart below:

Leak Through Opening of		Gallons per Month Wasted
1/4"	●	400,000
3/16"	●	225,000
1/8"	●	100,000
1/16"	●	25,000
1/32"	●	6,300

Pressure 60 lbs.

To determine if you have a leak, make sure that you have no water running in your house. Take a look at your meter. You should see something similar to this:



Some of the leak indicators may have a red triangle or other shape than this one. If the leak indicator is moving at all, water is passing through your meter. You will need to investigate further or call a licensed plumber for assistance in determining where the water is going.

The majority of our meters are mechanical devices that we read once per month. We read and bill in 1,000 gallon increments. The American Waterworks Association (AWWA) standard for meter accuracy is between 95 to 99 percent. In other words, for every 1,000 gallons of water that passes through a meter, we are only registering between 950 to 990 gallons. As these are mechanical devices, they do wear over time and lose efficiency. However, in most cases, the meters *lose* accuracy and register *less* water than has actually passed through. If we investigate a customer's complaint, and suspect an issue with meter accuracy, the Authority has equipment to test the meter in-house. However, if a customer requests an independent test, there is a \$75 fee. If the meter tests as registering more water than is actually passing through it, we will refund the customer the \$75 fee. If the meter is accurate, or registering less than is actually going through it, we will not refund the fee.

In closing, we would encourage our customers to be proactive in monitoring their water usage. Feel free to read you water meter monthly, weekly or daily to establish water patterns. Read your meter prior to your irrigation system activating and then read it afterwards to get a feel for how much water it is using. There are resources available on the internet at <https://www3.epa.gov/watersense/>, as well as others.