



HIGH WATER USAGE

Your meter reading for the past quarter showed an excess amount of water usage. Perhaps you have been watering your lawn or plants, or filling a swimming pool. If you have no idea why the usage was so high, we recommend that you follow these suggestions:

1. When you get your bill, check your meter reading against the bill to make sure the correct meter reading was obtained by our technician. The reading in your home should be slightly higher, as there could be a one to two week's difference between the time the meters are read and the date of billing.
2. Check for leaks by reading your inside meter. Make sure no water is used for at least thirty (30) minutes, then check the meter reading again. If the meter reading has changed, you have a constant leak.
3. The most common leak is in toilets. They may not shut off every time, and there could be a leak into the overflow pipe, which would make no sound. To check for a leak in the toilet, put some food coloring in the toilet tank. If the color appears in the bowl within 15 minutes, there is a leak. Also, the toilet's ball assembly may need to be adjusted or replaced if the water being used for each flush is more than 1.6 gallons.
4. Read your meter every day at approximately the same time for one week to determine your daily usage. This amount should be in line with your average quarterly usage. If it seems unusually high, there is a problem in the home.

There is also the possibility of a problem with a water softener. Sometimes they get stuck in a backwash cycle, or are going through the cycle too often.

It is our goal to bill you as accurately as possible. If you need further assistance, please call our office at 215-536-4733.

Richland Township Water Authority