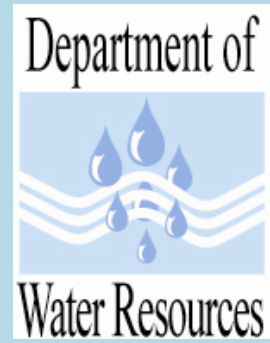


High Water Consumption Causes



There are many possible causes for high water consumption. Here are some tips that may help:

Walk around

Take a walk around your house; does the grass in your yard have puddles or large wet spots? Are there curious, spongy areas in the lawn that ooze water when you step on them? These may be indications of a water leak.

Evaluate Past Water Bills and Water Consumption

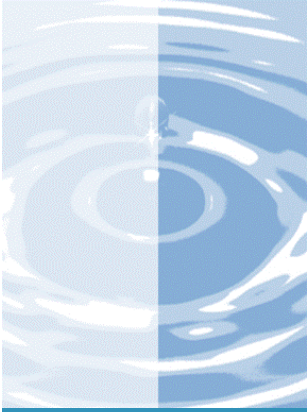
Compare your water utility bill with past bills to see if it is larger than usual. As the weather gets warmer and sprinkler systems are turned on after a long, cold winter, our department often gets calls from customers that have unusually high water usage in April and May. Often, the cause of these seasonal calls stem from cracked sprinkler pipes or broken sprinkler heads. See item #4 below.

Check the Bathroom

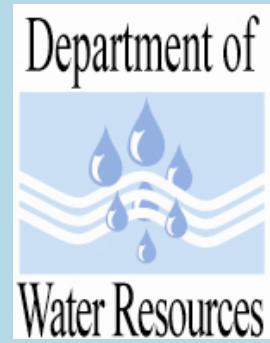
If you can see or hear water running in the toilet you could have a large leak (estimated at 300 gallons per day or an extra \$250 per year). If you can't see or hear water running, you can check to see if your toilet is leaking by placing a few drops of food coloring into the tank of your toilet. If the dye color appears in the bowl within ten minutes you have a medium leak (estimated at 150 gallons per day or an extra \$125 per year). If the dye color appears in the bowl after ten minutes, you have a small leak (estimated at 50 gallons per day or an extra \$42 dollars per year). If you don't have food color handy and would like to request a non-toxic 'toilet dye' kit, please call our office at (775) 954-4600 during normal business hours (M-F, 8 AM - 5 PM) and our staff will mail this to you -- it's small, and fits nicely into a #10 envelope.

Please call for additional information >>>

4930 Energy Way
Reno, NV 89502
775-954-4600



High Water Consumption Causes



Check your Sprinklers

If your toilets aren't the source of the leak, the next likely suspect is the outdoor irrigation system -- your sprinklers. To check for a leak in your irrigation system, turn off all the water in your home (toilets, dishwasher, clothes washer, sink faucets, etc.) and make sure your irrigation system is turned off; then check your meter (see #5 below). If the meter continues to run, chances are you have a leak in your sprinkler system. This could mean a simple repair is in order, such as changing a sprinkler head, or it could possibly be a cracked or damaged irrigation pipe (see item #1 "spongy areas in lawn"). You might opt to find and repair the problem yourself (some hardware stores offer free classes on sprinkler repair) or you might want to contact a licensed professional landscaper to do this for you.

Find your Meter

Your water meter is most likely located in a meter pit in the front yard near the property line. Once located, carefully remove the meter box lid; then remove the foam insulation piece. Please be sure to replace the foam insulation and secure the meter lid when you're finished. Check if the meter reading is similar to the one on your most recent bill. Please do not tamper with, move or operate the meter.

Look at your Water Meter

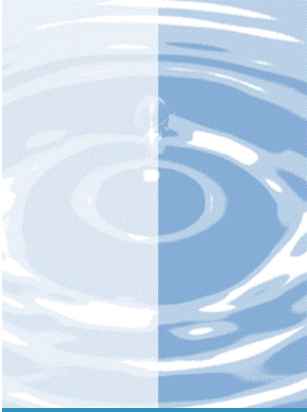
Once you've located your meter, check the red flow indicator (this is a red or black triangle or dial, depending on the age and type of your meter) to see if it's moving. If the triangle (flow indicator) or needle moves while all water devices inside and outside the home are shut off, water is flowing through the meter and you most likely have a leak.

Perform a Leak Check

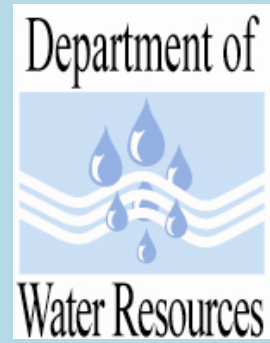
When no one is going to be home for a while, check the water meter reading before leaving. After at least one hour, check the meter again. If the meter reading has changed, and no water has been used (inside or outside your home), you have a leak.

Please call for additional information >>>

4930 Energy Way
Reno, NV 89502
775-954-4600



High Water Consumption Causes



Last Resort - The Main Water Shut-off Valve

If you've gone through all the steps above and you still haven't found the leak, you may want to shut off the main water valve for your house, usually located on the side at the front of your house. Once this is turned off, turn on a faucet to make sure there is no water flowing inside the home, then check the meter again. If it's still moving, the leak is most likely between the shutoff valve and the water meter (usually somewhere in your front yard). **Never operate the valve in the meter pit.** If you believe that water is leaking between the meter and your home please call our office at (775) 954-4688 or (775) 954-4600 to have someone from our utility division confirm a suspected leak.

Don't Make it Worse - Many leaks in the home are easy to fix yourself; however, don't get in over your head. If you find a leak you're not sure how to repair, call a licensed professional plumber.

Washoe County's High Water Consumption policy promotes water conservation and encourages its customers to continually monitor their water usage. All Washoe County water customers are advised that no legal or regulatory requirement mandates refunds for any period of time based upon leaks caused by or related to water service or irrigation lines or other means of conveying water within or on a customer's property. Water leaks within or on a customer's property are the sole responsibility of the customer. Notwithstanding the foregoing recommended measures intended to limit high water consumption, Washoe County assumes no liability for the failure to provide or promptly provide notice to a customer of high water consumption, and such measures are exclusively intended to promote conservation of this precious natural resource.

Please call for additional information ▶▶▶

4930 Energy Way
Reno, NV 89502
775-954-4600