



28 STATE ROAD
 PO BOX 308
 NEWAYGO, MICHIGAN 49337

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www.newaygocity.org

Dear Water Customer,

During our last billing cycle, you had an unusually high water bill. This indicates that water has passed through your meter and that you may have a potential leak in your plumbing system.

Below are some possible causes of high water bills:

- A leaking toilet or a toilet that continues to run after being flushed
- Dripping faucet
- Filling a swimming pool
- Watering the lawn
- Extra friends/family members using more water than usual
- Broken pipes/leaks – Check crawl space for leaks
- Water softener problems- cycles continuously
- Running water to prevent freezing during cold weather

To give you an idea of how much water a leak can consume, please review the chart below:

Leak Size	Gallons Per Day	Gallons Per Month	Cubic Feet per Quarter
 A dripping leak consumes:	15 gallons	450 gallons	180 Cubic Feet
 A 1/32 in. leak consumes:	264 gallons	7,920 gallons	3,168 Cubic feet
 A 1/16 in. leak consumes:	943 gallons	28,300 gallons	11,319 Cubic Feet
 A 1/8 in. leak consumes:	3,806 gallons	114,200 gallons	45,681 Cubic Feet
 A 1/4 in. leak consumes:	15,226 gallons	456,800 gallons	182,721 Cubic feet
 A 1/2 in. leak consumes:	60,900 gallons	1,827,000 gallons	730,800 Cubic Feet

What Can I do if my bill is unusually high?

If you receive a bill that you feel is too high, review the common problem areas listed above. Typically the City’s utility billing program will detect unusually high bills and send out the meter reader to check for an accurate reading. If the reading is checked and found to be accurate, you may need to contact a plumber or other professional to help determine the source of a leak.

Property owners are responsible for all private water lines from the property line to the house. Property owner must check all above sources before City Employees are dispatched. If dispatched, property owner will be charged up to \$80.00 if the problem is found to be owners’ responsibility.



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There are several things that you as a homeowner can look for when trying to determine where their water usage is coming from.

Toilet and faucet Leaks:

The most common reason for a high water bill is a running toilet. Typically you can hear a running toilet, but not always. There are ways to detect a leak if you are unable to hear it.

Do-It-Yourself Toilet Assessment:

A deteriorated or defected flush valve (flapper) ball at the bottom of the toilet tank may be the source of your high water bill. If this ball does not make a tight seal, water will leak into the toilet bowl. Follow the instructions below to check for a leak:

- Take the lid off the tank behind the bowl, flush the toilet and wait for it to full re-fill.
- Once full, put a few drops of dye or a colored dye tablet in the tank
- Wait at least 20 minutes: Longer if you suspect if the leak is small
- After waiting, look in the toilet bowl. If there is any color in the bowl, there is a leak.

The second most common type of leak has to do with an improperly adjusted or broken fill (ballcock) valve. Here are some things you can look for:

1. Take the lid off the toilet tank
2. Flush
3. See if water is draining into the overflow tubes when the tank is full

Average Usage: A typical family of 4 consumes between 4000 -5000 gallons per month. Generally speaking water consumption is higher during summer months due to watering lawns, gardens, or filling pools.

Water Softeners:

Customers with water softeners will have higher water bills due to the regeneration cycles their systems go through. The softener system will have preset programs to regenerate or backwash on a regular basis. This process uses water to flush the filter media and discharge the waste water. Sometimes these systems get stuck in a cycle, causing high water usage.

Outdoor and underground leaks:

Some leaks are harder to find, such as under your house or in your service line between the meter and the house. These are the homeowner's responsibility and should be fixed by a licensed plumber. Check outdoor spigots and crawl spaces for wet spots which may indicate a leak.



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