

Criteria for a One-Time Leak Adjustment

Please follow these criteria if a leak has been repaired on private property and serviced by the City of Issaquah water system:

To be eligible for a leak adjustment, the home cannot be covered by Builder Warranty. Proof of the expired warranty may be required.

There is a two-billing-period maximum adjustment.

Please provide City of Issaquah Finance Department:

- The approximate date the leak began; Utility Billing may be able to help you with this
- The date the leak was permanently fixed
- A copy of the invoice for work completed or a copy of the receipt(s) for replacement part(s)
- Your contact information, account number, and address.

A leak adjustment is subject to approval from the Public Works Operations Manager and/or Deputy Finance Director.

Leak adjustments are a one-time courtesy; therefore, the repair must be permanent.

If approved, the City will adjust the account using the monthly water use average, less the wholesale cost of water, which is currently \$2.17 per 100 cubic feet.

Leak adjustment paperwork may be submitted in person or mailed to the Finance Department, Attn: Utility Billing.

Street address: 130 E. Sunset Way

Mailing address: PO Box 1307, Issaquah, WA 98027-1307

Call Utility Billing with any questions: 425-837-3070



Do You Have a High Bill, But Don't See a Leak?

Sometimes you may have a leak and not even know it. The best indication will be a high bill compared to past use or compared to your neighbor's bill.

Two common reasons for mysterious water leaks are a leaking toilet, or a leak between the meter and the house. A leaking toilet is more likely to be the cause; outdoor leaks are relatively rare.

Another possible area for leaks is an irrigation system. Check to be sure irrigation heads and nozzles are working. Be sure not to over-water—irrigation systems can consume huge amounts of water.

To calculate the amount of water your irrigation system is using, add the gallons-per-minute rating for each nozzle together and multiply by how many minutes the zone is running. (You should be able to find the gpm nozzle rating at vendors of irrigation supplies, if it is not already known.)

Faucets

A leaking faucet is frequently the result of a bad rubber washer, usually located under the handle.

With the right tools, a faucet washer is relatively easy to replace. Check local home centers or the internet



(keywords "repairing leaky faucets") for instruction.

If you don't feel comfortable doing repairs yourself, a plumber may be your best option. Even if a plumber is needed, money will be saved in the long run.

Did you know that :

1 cubic foot = 7.48 gallons?

1 CCF = 100 cubic feet?

1 CCF = 748 gallons?

1 gal water = 8.34 pounds?

1 foot water = .433 psi?

Courtesy of Issaquah Utility Billing & Public Works Operations

LEAKS

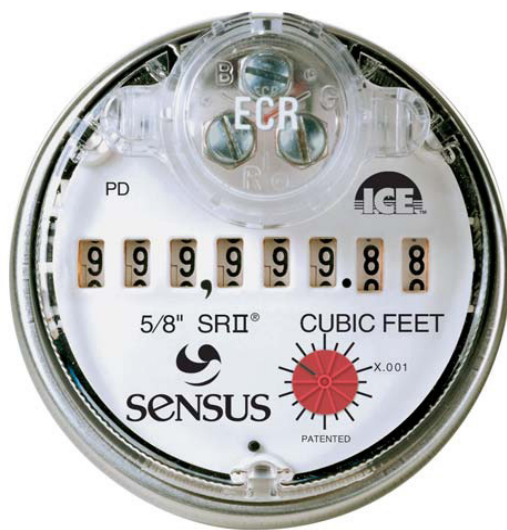
Pipe Leaks
Toilet Leaks
Faucet Leaks
Bill Adjustment



CITY OF
ISSAQUAH

Leaking toilets and faucets can be costly; fix leaks and avoid paying water and sewer charges on wasted water!

Looking for that Leak?



Meter Readings

Most modern water meters look similar to this. The rolling numbers in the center are read from right to left, in 100ths, 10ths, 1s, 10s and so on. On this register, a decimal is placed at zero, between 10ths and 1s. Older models have a small additional dial for measuring 10ths of cubic feet. The City of Issaquah reads to the nearest 100.

Leak Detectors

The leak detector on most modern meters is a red dial on the meter face, which measures 1000ths of cubic feet. Older meters will often have a black triangle leak detector on the meter face which indicates leakage without measuring usage.

Home Leak Checks

By simply checking the meter, you can determine if your household plumbing - or external service line - is leaking water.

To begin, turn off all water-use appliances in your home. Locate the water meter, which should be near the street under a metal or concrete lid.

Water meters have rolling numbers or spinning dials to record usage. Most meters also have a small leak detector dial, triangle, or arrow which senses the lower water volumes common to leaks.

Watch the water meter for at least one minute. If the leak detector moves, then there is a leak in the system.

Note: In some cases the detector may move back and forth slightly, as water pressure in the street fluctuates; this is normal and does not indicate a leak. However, if the detector moves forward continually, even at a slow rate, this indicates the presence of a leak.

Alternatively, you can shut off the water appliances, check the meter reading at a set time, and check again one hour later. If the reading is higher, a leak is indicated.

If you suspect a toilet is the culprit, shut off the valve on the wall under the toilet and check the meter again; the leak detector will stop moving if the toilet is the source of the leak.

If you are still unable to locate the leak, find the shut-off valve for your home by follow-

ing a straight line from the water meter to the house. The valve can be either exterior or interior, but should be near the entry point of the water line into the building. Close the valve by turning it shut (clockwise).

By closing the main shut-off valve, you are isolating the interior plumbing from the exterior. Check the meter again to see if the numbers and/or dials have stopped moving. If the answer is yes, the leak is inside your home. If the meter is still moving (measuring water usage), the leak is between the shut-off valve and meter outside.

Toilets

Toilet leaks can range from small to large, constant to random. Even a small, silent leak can easily waste many

dollars per year in water and sewer costs.

A leaking toilet loses water from the tank to the bowl even without being flushed.



In a properly functioning toilet, no water should flow from the tank to the bowl unless the toilet is being flushed.

Add some food coloring or a dye tablet to the tank and wait about 30 minutes. If you see colored water in the bowl, the toilet tank is leaking into the bowl. (If the water is clear in the bowl, there is no leak from the tank to the bowl.)

Leaky toilets are easily repaired by adjusting or replacing the rubber flap at the tank bottom or adjusting the float assembly.

It's Only a Small Drip ... Right?

Slow drips of water can add up quickly. A toilet that keeps "running" after you flush, or a sink that drips after it is turned off can waste thousands of gallons of water a year. If the drip is hot water, you are paying for wasted energy as well!

City of Issaquah Personnel

are only a phone call away and can assist you with questions about your bill, finding leaks, or water quality. Contact Utility Billing @ 425 837 3070 or Public Works @ 425 837 3470.