

Feel your water bill is too high?

If you believe that your water bill is high, there are a number of things it can be.

1. Check your current meter reading against the reading shown on your current bill. If you find that the reading in your home is less than the one on your bill, call us and we will come re-read your meter.
2. Has your usage changed? i.e. number of people living in your house increased, members of your household taking long leisurely showers, are you washing frequent **partial** loads of laundry?
3. Did you fill a pool with a garden hose? Even a kiddie pool filled consistently all summer long will increase your water bill.
4. Do you have a lawn sprinkler system or did you water your lawn and/or garden frequently all summer long?
5. Do you wash your vehicle at home? Weekly washing of vehicles adds to your bill.
6. **Check for leaks:** First, make sure that no one in the home is using any water. Look at the flow indicator (a small triangle on the face of the meter); it should not be moving at all. If there is any movement, that is an indication that you may have a leak.
 - a. **Toilets:** first place to check for a leak are your toilets. A toilet with condensation on the bowl or tank may be an indication of a leak. Also, a toilet that automatically flushes is an indication. Sometimes toilet tanks leak slowly and silently into the bowls. To check for that, squeeze a dozen or more drops of food coloring into the **toilet tank**. Do not flush the toilet for several hours. Come back and check the **toilet bowl**. If you see any color, your toilet is leaking. Leaking toilets can waste countless gallons of water a day.
 - b. **Outside faucets:** Make sure they aren't on and dripping. Disconnect outdoor hoses from faucets in fall. Hoses left in place over winter months, can cause leaks. If you have an older faucet, each time it is turned on after freezing, it can leak around the handle and waste water.
 - c. **Crawlspace:** Do you have a crawlspace cellar where a leak can occur?
 - d. **Other Leaks:** Leaks can occur under slab foundations, in walls, etc.
7. Occasionally, meters can be defective so if you still have no idea why the reading is so high, you may request, in writing, that the meter be tested. An advance fee, refer to Appendix A–Schedule of Rates and Fees, must be paid to cover the cost of the test. If, based on such a test the meter is found to register 2% more water or greater than actually passes through it, the meter will be repaired/replaced, the fee will be refunded and the water bill for the current period will be adjusted in accordance with the result of the test. If it appears the homeowner was charged/paid for the correct amount of water, or for less water than he should have been charged for, he shall forthwith, be charged with the proper additional amount and shall pay the same, together with the expense of the examination and test, to the BWC.

Note: Dunstable Water Department personnel cannot repair leaks inside your home. If you are unable to fix the leak yourself, you need to hire a licensed plumber for assistance.