



"Safety, Reliability, and Excellence!"

## Wooster Water Utilities Water Leak Information



### Did you know . . . that leaks in the home are most common from a toilet malfunction?

Every month the Utilities Billing Office is contacted by residents with high use reflected on their bill. Often residents are surprised at the volume of water used. If you feel your water consumption is higher than it should be, you should check for leaks. Leaking water produces a high water bill without your knowledge. Some leaks are sporadic and require some detective work. Other leaks are very obvious. It doesn't matter what type of leak you have, they both have solutions.

Toilet leaks often occur without audible or visual evidence. Leaking toilets can waste up to 200 gallons of water per day and if undetected it could lead to an additional 6,000 gallons or more of additional water usage over the course of a month. Pinpointing a toilet leak is easy and usually inexpensive. Follow these procedures to locate a toilet leak:



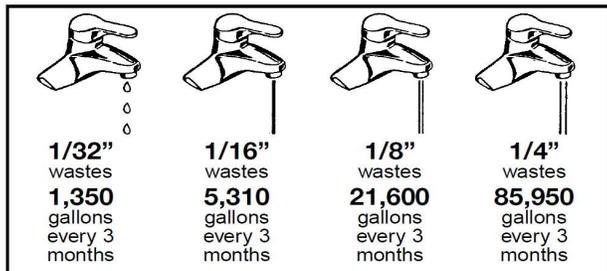
- Wait 5-10 minutes after the last flush.
- Remove tank cover. Is the water level in the tank too high and spilling into the overflow tube? If it is you have a leak.
- While you have the tank cover off, put food coloring in the toilet tank. Wait at least 15 minutes. If the colored water appears in the bowl, you have a leak.

**How to detect a leak** First make sure all water using fixtures in your home are not in use. Check to see if the red circle on the face of the meter is moving; it is a low flow indicator. If it is moving, you either have a leak or something in your home is using water. Go find it! Places to look are toilets (flappers get old and wear out) faucets, hot water heaters, water softeners, etc.



**Service Line Leak** Many leaks occur underground and because of gravity and saturation of the ground can leak tens of thousands of gallons per month without visible evidence. Water leaks can develop in the customers water service line. The Utilities Department maintains the main line and service line in the right of way up to the "curb box" or shut off in the yard. Property owners are responsible from the curb box to the home. Although such leaks can be difficult to detect, there are some telltale signs which may indicate that you have a leak in your service line. You should be continuously observant for:

- Wet spots in your yard between the curb box and your house.
- The sound of running water or a hissing sound coming from your main shut off valve when water is not being used in your home.
- Water leaking into your basement or crawl space near the location of your water service line.
- A noticeable loss in water pressure or flow throughout your home.



For additional information about Wooster Water Utilities please visit:  
<https://www.woosteroh.com/water>  
 If you have questions about your Wooster Water Utilities, please contact:  
 Nathan W. Coey, Utilities Manager at 330-263-5284 or  
 email [ncoey@woosteroh.com](mailto:ncoey@woosteroh.com)