

## IS MY HIGH WATER BILL DUE TO A WATER LEAK?

The following are several things to think about or are easy to check before you contact the water billing department:

1. Please notice the usage period for the bill.
2. Did you have any visitors during this period? If so, this would cause a higher bill.
3. Have you replaced any leaking faucets or running toilets during this period or do you currently have any leaking faucets or running toilets? If so, this would cause a higher bill.
4. Did you do any watering of flowers, plants or landscaping projects during this period?
5. Do you have a sprinkler system? If so, please compare this billing to last years billing for the same period of usage. If you do not have last years billing, please call water billing at 847-810-3620 for this information.
6. You can monitor the usage by writing down the reading each day for several consecutive days. Locate the meter and write down all numbers including the preceding zeros. This is helpful if you have a sprinkler system to see how much water is being used during sprinkling.

Next, you can check the meter to help find possible leaks.

1. Make sure that NO water is being used such as the dishwasher, washing machine or sprinkler system.
2. Locate the meter. It is usually located in the basement.
3. On the meter you will notice a small red dial. If this dial is moving, this indicates that water is being used. Please contact a plumber to help detect where the problem could be. You may contact water billing at 847-810-3620 to schedule an appointment to have the meter checked by the city, however we will not always be able to determine where the problem is and the city will not be able to fix or repair any type of leak.
4. If you have a sprinkler system currently activated and no water is being used in the house, shut down the sprinkler system and check the red dial again. If the red dial is not moving this would indicate a leak in the sprinkler system. Please contact your sprinkler system company.
5. If you can not detect a problem you may call water billing at 847-810-3620 to schedule an appointment for the meter to be checked.
6. If your meter is not located in the house, your meter is located outside underground. You will need to contact water billing at 847-810-3620 to schedule an appointment to have the meter checked.
7. If the meter is located in the house, a problem has not been detected and you are still concerned please contact the Water Billing Department at 847-810-3620 to schedule someone to check for possible leaks.