

Bluffton Utilities - High Water Bill Investigation Checklist

Customers of Bluffton Utilities are encouraged to monitor their monthly utility bills. Unusually high water bills can occur due to an increase in usage, such as watering lawns, filling swimming pools, or having additional people using facilities in the affected home or business. Elevated bills may also indicate a leak or plumbing issue on the property. Common types of leaks include worn toilet flappers, dripping faucets, and other leaking valves, all of which are generally easily correctable.

This checklist was created to help customers identify potential causes of high water bills. If a leak is identified, homeowners should contact a licensed plumber to resolve the matter and avoid continued, elevated bills. If a leak is suspected at a rental property, renters are encouraged to contact their landlord immediately. For additional information, please contact the City of Bluffton Utility Office at (260) 824-2500.

Question	Yes	No
Did you have guests or additional persons recently in your home or business?		
Are any of your facets and/or outside spigots dripping/leaking?		
Do you have a pool or hot tub? Have you recently filled or added water to it?		
Did you leave water running to prevent pipes from freezing during the billing period?		
Does your water service feed any external buildings or irrigation/sprinkler systems?		
Have you recently had any pipes replaced on your property?		
Have you had any of the following items recently repaired or replaced:		
Toilet		
Bathtub or Shower		
Sink and/or Faucet (inside or outside)		
Water Softener, Water Heater, Dishwaster, Washing Machine		
Refrigerator and/or Ice Maker		
Do you have a toilet that is continually runs or frequently tries to refill when not in use? If so, the leak is likely caused by a faulty flapper, and replacement is a relatively easy, inexpensive DIY project. (See link below for EPA leak detection tips)		
Do you have a water softener? If so, check to ensure that it is not stuck in backwash or rinse mode. If water continues to go down the drain after the softener regenerates, it is leaking and may need to be fixed. (If you are unsure if the device is leaking, consider turning it off for a month to see if it affects your water bill.)		
Do you have an icemaker? If so, do you see any evidence of a water line leak?		
Do you have a humidifier on you furnace? If so, inspect the float in the humidifier to verify that it is not filling higher than the manufacturer's recommended level.		
Do you have boiler heat or water-cooled air conditioning systems? Seasonal changes and/or malfunctioning units may contribute to higher bills.		
Do you have a sump pump? If so, is it electric with a water back up system that runs on city water? Make sure it is not stuck in the "on" position.		
Additional observations:		

Note: Water lost because of leaks is considered by Bluffton Utilities to have been used by you because it has gone through your water meter, and you will be charged for that metered usage. To avoid repeat elevated water bills, be sure to identify and correct sources of excess water consumption as soon as possible.

For additional tips, visit the EPA's WaterSense Leak Fix page at:

<https://19january2017snapshot.epa.gov/www3/watersense/pubs/fixleak.html>