

NEXT STEPS

Customers may request adjustments after leaks have been repaired. **No refund shall be allowed unless the defect is repaired.** No rebate will be granted for leakage that occurs five days after a notification of the increased usage.

A city staff person will check the water meter to verify that the leak has been fixed. To **schedule an appointment** please contact us at 3-1-1.

If the water bill that includes the leak falls within the parameters, the finance department may abate or refund an amount equal to 75% of the excess over an amount equal to six times the amount of the average monthly bill.

CONTACT US

Dial 3-1-1 during regular business hours or 847-931-6001 if you are outside of Elgin.

Visit cityofelgin.org/waterleak to learn more.



EXAMPLE

Previous 6 months of water usage = 30^{HCFT}

Water bill that includes leak = 50^{HCFT}

Difference of 20^{HCFT} = (50-30=20)

Allowed adjustment will be the following:

20^{HCFT} x 75% = 15^{HCFT}

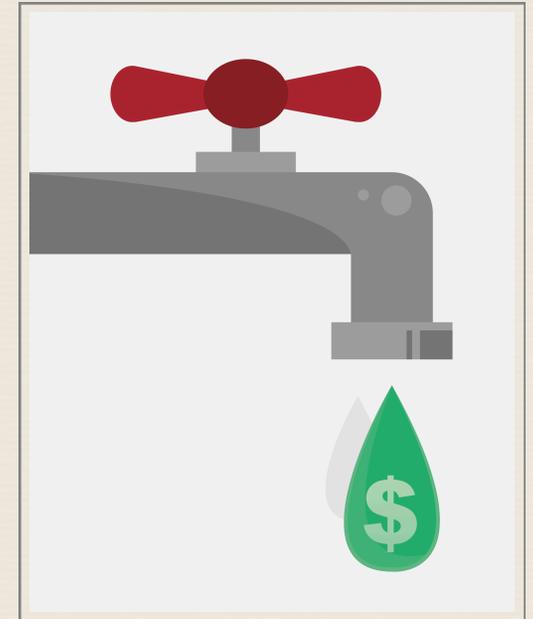
 Water volume is billed in units of 100 cubic feet (HCFT).

REQUIREMENTS

In order to qualify for an adjustment, the water bill that includes the leak must be **six times** the average monthly usage for the preceding six months and the inspection has revealed that the increase in meter registration was caused by a leak as a result of the defective plumbing, plumbing fixtures, or other conditions that are beyond customer control.

CITY OF ELGIN

Leak Adjustment Information and Requirements



Occasionally, customers may experience a leak in their private plumbing system. Here are a few steps residents may take to prevent leaks and request an adjustment.

Did You Know?

The toilet is one of the most common water wasters. Its leaks tend to be less noticeable than faucet leaks.

FAUCETS

Most leaks result from worn washers in household faucets and shower heads. These faucets, as well as seldom-used taps in the basement or storage rooms, should be checked periodically.

Faucet leaks are usually caused by work washers or "O" rings (for washerless faucets).

Repairing faucet leaks is easy:

1. Turn off the water supply to that faucet.
2. Replace the washer and turn on the line again.

TOILETS

The toilet is one of the most common water wasters but its leaks tend to be less noticeable than faucet leaks.

To determine if your toilet is leaking:

1. Look at the toilet bowl after the tank has stopped filling.
2. If the water is still running into the bowl, or if the water can be heard running, your toilet is leaking.



Most toilet leaks occur at the overflow pipe or at the plunger ball inside the tank.

To locate a toilet leak

1. Take the tank lid off and flush.
 - *The water level should come up to about a half inch or so below the overflow pipe.*
2. Adjust the float level control screw, if necessary, so the valve shuts off the water at that level.
3. If the valve itself is leaking, you may need a plumber to fix it.

Although water may not be seen or heard running, the toilet may have a silent leak.

To test for a silent leak

1. Drop a little food coloring into the tank.
2. DO NOT FLUSH.
3. Wait about 10 minutes.
4. If the food coloring appears in the toilet bowl, your toilet has a silent leak. It is probably located in or around the plunger ball or flapper valve at the bottom of the tank.

These leaks are easy to fix with parts from your hardware or home store.

OUTSIDE TAPS

Check the outside taps for leaking water, particularly during the summer sprinkling season. A hose mistakenly left dribbling away in the grass or garden can waste thousands of gallons of water over the course of the summer. Remember to close outside faucets every time you shut off the water.

WATER SAVING TIPS

1. Avoid running water while brushing your teeth or shaving.
2. Take shorter showers.
3. Run the dishwasher and washing machine when full.
4. Install water aerators.
5. Only water your lawn when necessary.



Did You Know?

A slow drip can waste as much as 20 gallons of water each day. A mere 1/16 inch leak wastes 100 gallons of water each day.