

Monitor your meter for usage when there should be none. Inside meters for a building on a basement are normally located at the wall in the basement. An indoor water meter for a slab foundation building is usually located in a utility room or closet. We suggest you read your meter just before you go to bed and then again first thing in the morning (before any water is used). If the meter registers usage while no water has been used, there is water flow and something is using water you are not aware of.

- x Check outdoor spigots for leaks or look for wet spots in your lawn.

If after performing the meter tests and analyzing your water bill, you find nothing to explain the high water usage, you will want to continue monitoring the incoming bills to understand your usage patterns. If your usage drops back to normal, there was likely was an event causing the high usage during that period. If the usage continues to be higher than normal, you should check anything you have on a timer, such as water softeners or irrigation systems that might be cycling longer than you set them for originally.

If you are concerned that that your bill is too high simply because you cannot believe you have used the amount of water the meter indicates, you can opt to have your municipality test the meter. The test is performed by an independent contractor. There is form you will need to complete, and the cost of the test is \$200, which is paid upfront. If the meter is found to be faulty, the \$200 is refunded, and the City will adjust your bill accordingly. If the meter is found to be accurate, the \$200 will be used to cover the costs of the testing. *Be aware that meters generally will slow down with age (register less water passing through). Rarely do they speed up with age (register more water passing through).

Please contact the Utility Billing department for more information regarding meter testing: (616) 530-4973.

