

TROUBLESHOOTING EXCESSIVE WATER USE

Feel like your water bill is higher than usual or more than it should be? These simple steps will help you look for leaks and measure your meter's accuracy.



Five-gallon bucket test

Read the meter then fill a five-gallon bucket. Once the bucket is full, read the meter again. Did it accurately move five gallons?



Check your water softener

Make sure it isn't running too often or continuously.



Check all plumbing for leaks

Notice one of those annoying drips? Don't ignore it!



Check all toilets for leaks

Even if you don't hear water running, your toilet could be leaking. One way to check if there is a leak between the bowl and the tank is to place a few drops of food coloring into the tank and wait several minutes to see if the dye enters the bowl. If it does, you have a leak.



Check your meter reading

If you have a water softener or an irrigation system, make sure neither system is set to run that night and read the meter before you go to bed. The next morning before any water is used inside or outside, read the meter again. If the reading increased, you have a leak.



Check the leak detection indicator on the water meter

First, make sure no water is running inside or outside your house, then look at the display on the water meter for a + (plus) symbol. If you see a + symbol, water is flowing through the meter indicating a leak/usage. If you don't see a + symbol, no water is flowing through the meter.

Important to note:

If you've completed all these troubleshooting steps and still have a concern about your meter, you can request a meter test by calling **952-895-4550**. If the meter is proved to be reading accurately, you will be charged for the cost of the test as well as service fees for removal and installation. An alternative option is to purchase a new meter.

View your usage and get leak alerts at burnsvillemn.watersmart.com

The City of Burnsville is not responsible for any cost incurred by the owner if the issue is not related to the owner's plumbing system.