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## **FREQUENTLY ASKED QUESTIONS**

### **Question**

How do I check for a water leak at my house?

### **Answer**

To start a water leak test, first walk out to your meter, remove the lid and write down the current meter reading. Do not use any water in your home for three to four hours. Then write down the current reading. If the numbers changed, the leak could be between the meter and the house or in the buildings plumbing system. The water service line / plumbing system belongs to the customer. Subtract the first reading from the last and this will tell you how much water you lost during the test.

A small leak may take longer to show a difference on your meter. If you are not convinced with the 3 to 4 hour tests, choose a day when no water will be used for 10 to 12 hours. If you determine a leak is present, look for the leak. You can start by looking for a wet spot on the ground between the meter and your home.

If no leaks were found in this manner, inspect your pipes, lines, connections and valves under your home or in your basement.

Inspect your hot water tank, and check your toilets. You could have a silent leak in your toilet. To test for this problem, put some food coloring in the back of the toilet. Don't flush for several hours. If the dye comes down into the bowl, you have a leak. Your toilet can continue to overflow after the toilet noise has cut off. Sometimes the rubber stopper in the bottom of the tank will not close properly causing a loss of water. Also inspect the chain that connects the handle and the stopper. It may become entangled also causing the same problem. The round bobber-like float may also need bending down to shut the water off earlier before it runs over the overflow pipe.

Please note. Do not turn valve off in meter box. If you should damage this valve, you could be responsible for the cost of repair or replacement. If you need to have an emergency turnoff of your water, call the Van Buren Municipal Utilities 24 HOURS at 479-474-5067

## **Question**

How many gallons could leak through a running toilet in the span of ten minutes?

## **Answer**

A running toilet could leak, depending on certain variables (size of tank or valve, water pressure, etc.) between 1 1/2 - 50 gallons thus costing water and sewer charges.

## **Question**

I have compared my bill to my neighbor's - why is mine higher? We have the same size house.

## **Answer**

Water and sewer bills are based on consumption. The national average per person per month is 2000 to 2500 gallons. This would be for personal hygiene usage only. Families' consumption can vary greatly based on individual habits.

## **Question**

Can I change my due date?

## **Answer**

No. There are four different billing cycles in the utility system. Meters are read according to geographic location. Following the meters being read the cycle is billed.

## **Question**

How do I report a water outage or a sewer stoppage?

## **Answer**

If you suspect a water main break, or a sewer overflow, or any type of related problem, please call 479-474-5067. These are all situations that require trained personnel to assess the problem and associated dangers. When you call, be sure to identify the type of problem and its location, as well as your name, address, and contact information so that officials can get in touch with you should we need more information.