

## BILLING AND CUSTOMER SERVICE

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The Utility Billing Department can answer your questions concerning your bill and payment methods. The Utility Billing Department can be contacted at:

155 S. Seward St.  
Juneau, AK 99801  
Phone (907) 586-5261

The most common question asked is. ***“Why is my bill so high?”*** Your Water/Sewer bill is based on water going through the meter. The **Number 1** reason for a high bill is a leaky toilet.

Before you call the Utility Billing Department, please make sure that you perform the “2 Step Leak Check”

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*Based on a 1984 study by the U.S. Department of Housing and Urban Development, the average household has a toilet leak that accounts for 5% of each person's water usage.*



**City and Borough of Juneau**  
Public Works Water Utility

5433 Shaune Dr.  
Juneau, AK 99801  
Phone (907) 780-6888

This brochure was developed  
Courtesy of the City of Titusville, PA

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## FINDING WATER LEAKS (12/06)

*Little Leaks Mean  
Money Down the Drain*



# LEAKS COST MONEY!



Leaks unseen, unheard, or ignored cost you money and waste one of our most precious resources, WATER. These leaks are commonly known as... "money down the drain".

You, the customer, are responsible for the leaks in your home's plumbing. A water meter can not distinguish water used from water wasted. Even a pinhole leak, a leaky toilet needing a new valve or a faucet needing a new washer costs you money.

Leaks can be found in bathrooms, kitchens, laundry rooms, garden hoses, lawn sprinkler systems, ice makers, and everywhere else water is used. For example: a dripping faucet in need of a new washer wastes water and increases both the Water and Sewer portion of your bill.

A small drip in your faucet may seem like a drop in the bucket, but beware, un-repaired water leaks can add up quickly! For instance, any faucet or toilet dripping at a rate of two tablespoons per minute equates to 15 gallons per day and that, translates to nearly 5,500 gallons a year! Newer water-efficient toilets can use less than half the water used by older models. To ensure that your toilet is not the culprit of your high bill, place a few drops of blue or green food coloring in the toilet tank. Wait about 10 minutes. If any color is in the bowl, you have a leaky toilet.

In a typical Juneau household, each person uses roughly 2,500 gallons of water per month or 30,000 gallons per year. If you calculate your home water usage and it's much greater than this average, you should check the system for leaks. If your usage is less than this average you are a conscious water saver!

## USING YOUR WATER METER TO FIND LEAKS

To reduce your water and sewer costs, take a couple of minutes and use the following checklist to find leaks.



1. Turn off all faucets and other water using appliances including automatic ice makers. Be sure no one in the house is using water.
2. Look at your water meter for a few minutes watching the leak indicator, the small red dial, to see if it moves. Any movement of this dial indicates a silent and costly leak going through the meter. Remember the meter records all water going through the meter and can not distinguish a leak or normal usage. **If the small dial is turning, "You have a leak".**

## WHAT DO I DO IF I FIND A LEAK?

Once the source of your leak is determined use the following guidelines for repairs:

1. If the leak is between the curb stop and your house, it is *your responsibility* to get it fixed.
2. If the leak is at the meter or the curb stop please call the Water Department to schedule a Service Call.

## WHAT DO I DO IF I CAN'T FIND ANY LEAKS?

*Ways to decrease your bill...*

### Clean for Less

- In washing machines, adjust the water used to the actual size of the load.
- Use the shortest cycle appropriate to the load you're washing.
- Don't let the shower run before stepping into it. Consider using low flow shower heads.
- Plug the bathtub before turning the water on.

### Kitchen Savers

- Turn the faucets off tightly.
- Repair dripping faucets.
- Keep drinking water in the refrigerator to save water lost while filling glasses at the sink.
- Thaw food in the refrigerator or the microwave, not under running water.
- Use the microwave to heat water for cooking instead of letting the water run to get hot.
- Don't run water while you scrape pans. Let them soak.



### Yard and Garden Hints

- Direct downspouts or gutters toward shrubs or trees for watering purposes.
- Use a spray nozzle hose that shut's off automatically when not in use.

