

# Understanding Your Water Service

## Water Conservation Tips, Leaks & More



## Contact Info

*Monday - Friday, 8 am - 4:30 pm:*

- Meters: 907-586-0601
- Utility Billing: 907-586-0898

*After hours:*

- Water Emergency: 907-586-2165

## Prevent Frozen Pipes!

- ✓ Disconnect and drain outdoor hoses. Detaching the hose allows water to drain from the pipe. Otherwise, a single overnight freeze can burst the faucet or the connected pipe.
- ✓ Insulate pipes or faucets in unheated areas. If you have pipelines in an unheated garage or cold crawlspace beneath the house, insulate the water pipes by installing 'heat tape,' 'heat cable,' or similar materials on exposed water pipes.
- ✓ Seal openings to prevent cold drafts. Winter winds whistling through overlooked openings can quickly freeze exposed water pipes. Seal off access doors, air vents, cracks and repair broken windows. However, don't plug air vents your furnace or water heater needs for good combustion.
- ✓ Open cabinets or doors to allow warm air to circulate around pipes.
- ✓ Keep faucets flowing during extreme cold. Leave the faucet on, allowing a pencil-thin stream of COLD water to run. The cost of extra water is typically lower than the cost of repairing a broken pipe. It is the homeowner's responsibility to prevent pipes from freezing.
- ✓ Keep the heat on even when away. Be careful how much you lower your heat when away from your house for extended periods of time. A lower temperature may save on the heating bill, but there could be a disaster if a cold spell strikes and pipes freeze and burst.

## Important Reminder!

- CBJ does not have the equipment to thaw frozen water pipes.
- If you experience frozen pipes, please contact a plumber.

## Additional Tips

### Regular Maintenance:

- Check all faucets and toilets in your house annually for leaks.
- Install water-saving appliances, showerheads, faucets and toilets to reduce water usage.

## Leak Management

### For Metered Customers:

- High bills often due to leaks, especially toilets.
- Use your water meter to check for leaks: turn off all water, observe the leak indicator.

### General Leak Detection:

- Listen for running water; check for sagging ceilings or mold.
- Repair Guidelines:
  - Leaks between curb stop and house are your responsibility.
  - Call CBJ for leaks at the meter or curb stop (907-586-0601).

# Flat vs. Metered Billing

## *Flat Rate Billing:*

- For single-family homes without accessory apartments.
- We do not meter single-family homes.

## *Metered Rate Billing:*

- For homes with accessory apartments, duplexes, B&Bs, multi-family buildings (3+ units), and commercial businesses.

Multiple flat rates apply for multi-unit properties without meters (billed per dwelling unit).



# Leaks Cost Money

## *For Metered Customers:*

- The most common question is, 'Why is my bill so high?' Your water/sewer bill is based on water going through the meter. The number one reason for a high bill is a leaky toilet.
- A water meter can not distinguish between water used and water wasted.
- Use your water meter to check for leaks: turn off all water, observe the leak indicator.

## *General Leak Detection:*

- Listen for running water; check for sagging ceilings or mold.
- Repair Guidelines:
  - Leaks between the CBJ curb stop and house are your responsibility.
  - Call CBJ for leaks at the meter or the CBJ curb stop (907-586-0601).

# Toilet Leaks

- Toilet leaks are often less noticeable than faucet leaks but can lead to significant water waste if left unrepaired. This excess water flows directly into the city sewer system.
- A leaking toilet can waste 1-5 gallons per minute (up to 4,000 gallons of wasted water a day).

## *Identifying Leaks:*

- Inspect after tank refills; listen for running water.
- If your toilet is sweating after not being flushed for a while, it may indicate a leak bringing in cold water from the outside.
- Use food coloring test: add to tank, do not flush, wait 10 mins. If it appears in the bowl, there's a silent leak.

## *Common Leak Sources:*

- Overflow pipe or plunger ball inside the tank.

## *Impact on Bills for Metered Accounts:*

- Your metered water/sewer bill is calculated based on the water passing through the meter.
- High bills are often caused by leaking toilets.
- Excess water from a leaking toilet flows directly into the city sewer system.



# Outdoor Taps

- Remember to check the outside taps for leaking water, especially during the summer watering season. Over the summer, leaving a hose dripping in the grass or garden can waste thousands of gallons of water. Always close the outside faucet tightly whenever you turn off the water.

# Locate Your Master Water Valve

- Typically near the water supply pipe entry, near washer hook-up, or water heater.
- Mark it clearly for emergencies.

# Important Note

Under CBJ code 75.01.040, if water service is turned on or turned off at the curb stop by any person not specifically authorized by the water utility, a fee of \$100.00 shall be paid by the property owner.