

# Why is My Water Bill So High?



Occasionally, you may see an increase in your water usage without knowing the cause.

To help you better understand the reason for the increase, we've provided some helpful information below. We've broken down how to read and understand the usage on your bill and have also created a work sheet to help you investigate the cause of the high usage.

Our water meters are read in 1000s of gallons. Did the usage go up by 1,000 or 2,000 gallons? If so, it could be carry over from the previous month.

*For example: John averages 3,000 gallons per month. In March, his usage was 2,990 gallons when the meter was read. That month's bill would drop to 2,000 gallons & the 990 gallons would carry over to the next month. Then in April, he used 3,010 gallons. The 990 carried over from March plus his usage actual usage of 3,010 in April would add up to 4,000 gallons. It looks like the usage doubled when it really only changed by 20 gallons. The two bills together still average out to 3,000 gallons.*

You'll also want to look at the reading dates of the bill. Is it for a longer period of time? Also, keep in mind that the usage of the bill you just received is for dates in the past.

Customer Name		Service Address						
Bill Number	Bill Date	Customer Number - Account Number					Due Date	
	05/27/2025						06/12/2025	
Description	Meter	Previous Read Date	Current Read Date	Previous Meter Reading	Current Meter Reading	Read Code	Usage (1,000 gal.)	Charge
WATER RESIDENTIAL	94824194	04/16/2025	05/08/2025	456	458	A	2	6.34
METERED SEWER RESIDENTIAL								20.33
SALES TAX								.44
FIRE PROTECTION INSIDE CITY								1.96
STORM WATER RESIDENTIAL								5.00



P O BOX 1688  
LAFAYETTE, IN 47902-1688

**UTILITY BILL**  
Customer Copy



## Common Causes of Extra Usage

Did you have company or additional people in the home during this time?

Were kids home during winter/summer break from school?

Do you have a humidifier on the furnace?

Do you have boiler heat?

Do you have water cooled air conditioning?

Have you turned on an irrigation system?

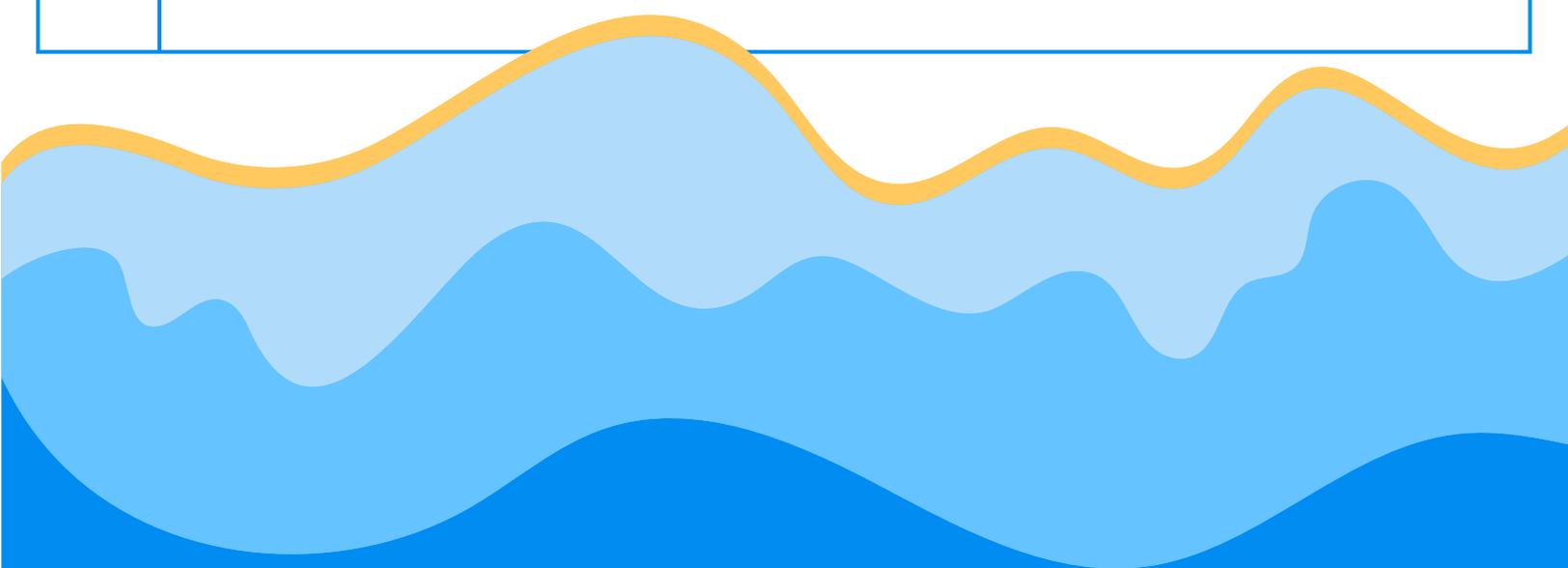
Did you water the lawn/garden during this time period?

Did you fill a pool or hot tub?

Did you do extra cleaning?

Have you power washed the house/driveway?

Did you make any plumbing repairs during this time period?





# Check for Possible Leaks

**Toilets** - #1 cause of high usage

- Check water level in tank, is it too high?
- Do you have to jiggle the handle to stop it from running?
- Is the flapper sealing correctly?
- Have you done dye test? \*See attached info\*

Faucets/shower heads

Outside spigots

Crawl space or basement

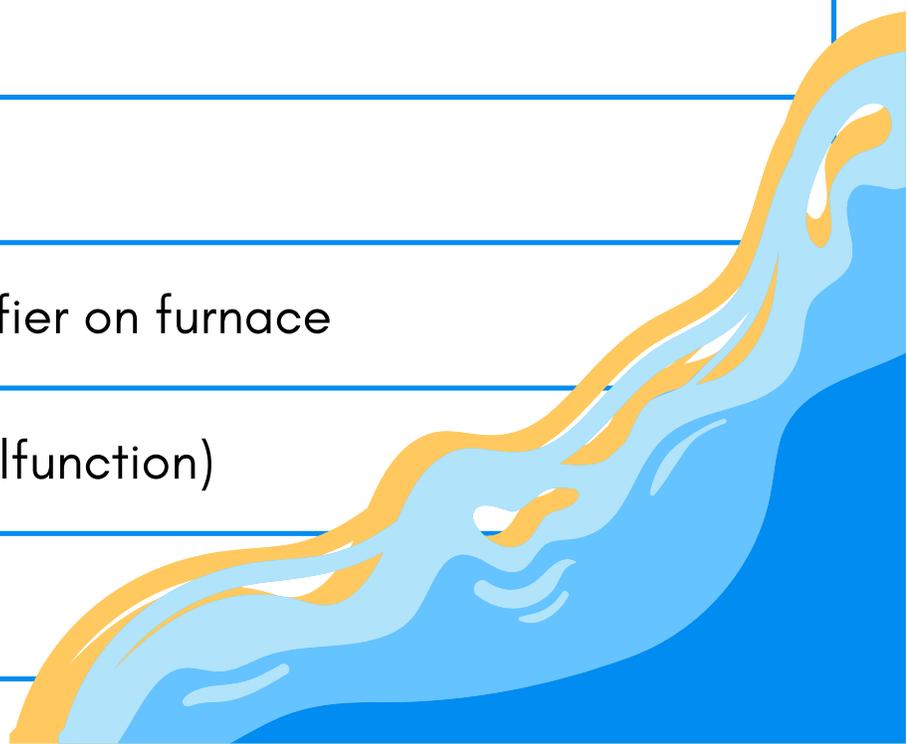
Water Heater

Dish Washer

Ice Maker

Humidifier / Humidifier on furnace

Water Softener (malfunction)



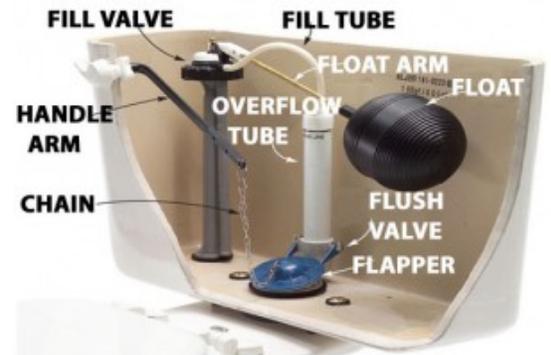
# Toilet Leaks



The most common cause of high water usage is a leaky toilet. See below for the **3** most common types of toilet leaks.

## 1. Water level in tank is too high

Take the lid off the tank & check the water level. The water level should be at least a half inch from the top of the emergency overflow tube. If water is right at the top of the tube, then the float needs to be adjusted.



## 2. Issues with the chain



Have you ever had to jiggle the handle to get the toilet to stop running? Next time this occurs, before you jiggle the handle, take the lid off of the tank to see what is happening. Is the chain too long & getting caught under the flapper? If so, it may just be a matter of adjusting the chain. Is the chain hung up on itself? You may need to replace it.

## 3. Flapper is no longer creating a good seal

A toilet flapper usually only lasts a few years. We recommend doing a **DYE TEST** because you can't always see or hear the leak. To do so, put a few drops of food coloring in the water of the tank. Color the water and let it sit, without flushing, for 20-30 minutes. After this time, if the water in the bowl has also changed color, then the flapper is not creating a good seal and it needs to be replaced. Flush immediately after completing your test to avoid discoloration of your toilet. Whether you replace the flapper yourself or have a plumber do it, repeat the dye test after the new flapper is installed to make sure it's fitting properly.

