



## Commercial High Water Usage Questionnaire and Recommendations

OBJECTIVE: The business should try the following list of actions before calling the Green Bay Water Utility or a licensed plumber.

1. Place several drops of **food coloring in the tanks of your toilets. DO NOT FLUSH.** Check for any color change in the bowl one hour later. If the color has leaked from the tank into the bowl, then adjust or fix your toilet flushing system mechanism by calling a plumber or other knowledgeable person. Is there color?  
Yes \_\_\_\_ No \_\_\_\_
2. Check all **inside/outside faucets** for any leaks. Even a periodic drop can add up to a measurable difference over a three-month period. Are there any leaking faucets?  
Yes \_\_\_\_ No \_\_\_\_
3. Has the production or number of staffing/customers increased during the billing time period?  
Yes \_\_\_\_ No \_\_\_\_
4. Did you install a new water using appliance such as a dishwasher, washing machine, or ice maker during the billing time period?  
Yes \_\_\_\_ No \_\_\_\_
5. Did you install or use a humidifier such as an *Aprilaire® humidifier* during the billing time period?  
Yes \_\_\_\_ No \_\_\_\_
6. Is there a possible issue with the water softener system? Might there be a valve not working properly? Is it regenerating all the time?  
Yes \_\_\_\_ No \_\_\_\_
7. Did you do any landscaping during the billing cycle? Was there outside water usage?  
Yes \_\_\_\_ No \_\_\_\_
8. Do you have a water-powered back-up sump pump system?  
Yes \_\_\_\_ No \_\_\_\_
9. **Turn off all water faucets in your building and do not use any water during the following test period!** Locate your meter(s) in the building. Write down or take a picture of the reading on the meter and wait several hours (while you are closed, for example). If after that period of time has passed & the reading has changed, this would indicate something may be leaking. Did the reading change?  
Yes \_\_\_\_ No \_\_\_\_

**If ALL of the above answers are "no," then please call the Green Bay Water Utility at (920) 448-3480 for further assistance.**