



Residential High Water Usage Questionnaire and Recommendations

OBJECTIVE: The homeowner should try the following list of actions before calling the Green Bay Water Utility.

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 number of people living in your house changed during the billing time period?
Yes ____ No ____
4. Did you install a new water using appliance such as a dishwasher, washing machine, or water softener during the billing time period?
Yes ____ No ____
5. Did you install or use a whole house humidifier such as an *Aprilaire*[®] humidifier during the billing time period?
Yes ____ No ____
6. If you have a water softener, is there a possible issue? Might there be a valve not working properly? Is it regenerating all the time?
Yes ____ No ____
7. Did you water your lawn or wash vehicles frequently during the billing cycle? Do you have an irrigation system that was used or may have a leak? 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 house and do not use any water during the following test period!** Locate your meter in the house; it is usually in the basement. Write down or take a picture of the reading on the meter and wait several hours (while you sleep or are at work, 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.