



THE BEST SEAT IN THE HOUSE

Could Be Costing You a Lot of \$\$\$

Helpful Tips From **NEWPORT NEWS**
Waterworks
DEPARTMENT

The Basic Facts

- About 75% of the water used in a home is in the bathroom.
 - Approximately 41% of bathroom water is used to flush the toilet.
 - Flushing toilets can account for up to 27% of your total water bill.
 - It is estimated that about 20% of all toilets leak.
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How to Detect a Leak –

Look and listen. Do you hear a hissing sound, or can you hear water running in the tank long after the toilet has been flushed? Can you see water dripping down into the bowl after the flushing cycle has finished? If so, you may have a leak.

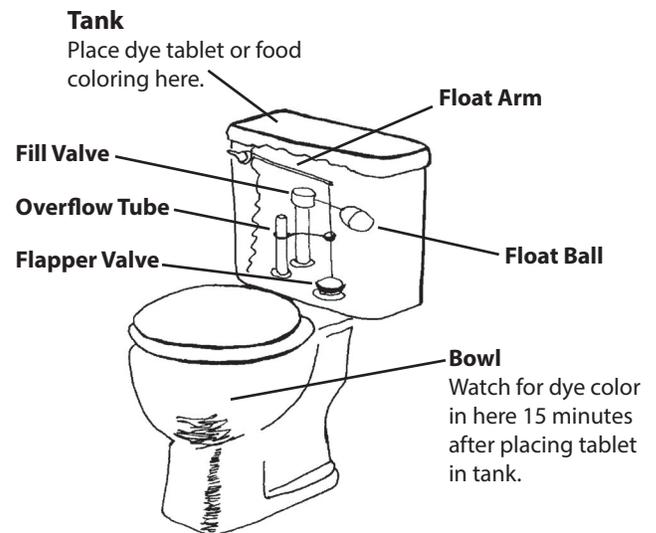
Toilets should be checked regularly for leaks, because not all leaks can be seen or heard. To do so, put a dye tablet or a few drops of food coloring in the tank (*not the bowl*) and let it stand for at least 15 minutes without flushing. If you see color in the bowl, it is likely you have a leak.

Toilet leaks are often caused by a faulty flapper valve, also known as a flush valve ball or tank stopper. If the flapper is corroded, clean it or replace it. The flapper valve should be replaced every 3-5 years. Check the chain attached to the flapper as well as the float arm and float ball. If your toilet continues to whistle or whine, or won't shut off after flushing, you may need a new assembly.

All these parts are available at most plumbing supply, home improvement, or hardware stores. If you are uneasy about making your own repairs, you may want to call a local professional plumber for help.

How Much Is Wasted?

A severe toilet leak can silently waste hundreds of gallons of water per day, thousands of gallons per month. Don't forget, this water waste has an impact on your sewer maintenance and HRSD bills as well. Leaks don't just waste water; each day they go unrepaired, they waste money. Your water bill could double, triple, or even quadruple.



How Can Waterworks Help?

Upon your request, Waterworks will make an appointment with you and send our water service inspector to your home to perform a free in-home leak-detection exam. There is a nominal fee of \$50 to help recover the costs associated with this exam. You will be informed of any leaks found and what you can do to fix them. If you have any other questions about toilet leaks or other leaky fixtures, or pipes, please call a local plumbing professional. For questions regarding your water bill or for other tips, call Newport News Waterworks Customer Service at 757-926-1000 (8 a.m. to 5 p.m., Monday through Friday).

Want to Learn More?

Check out toiletology.com for lots of information and help with toilets.