

HOW DO I APPLY FOR AN ADJUSTMENT?

Once a leak is repaired, you may request a leak adjustment in writing by mail or online. Leak adjustment requests must be submitted within 90 days of the bill's due date.

Apply online at:

www.eauclairewi.gov/treasury

Mail requests can be sent to:

PO Box 909, Eau Claire WI 54702

Mail requests must include:

- Customer contact information
- Service address
- Bill period and due date
- Date leak was discovered and repaired
- Description of leak and repair
- Receipt or other proof of repair
- *If tenant occupied, how long the tenant has been at the property.*

LEAK ADJUSTMENT GUIDELINES

A utility bill may qualify for a leak adjustment when there is a substantial unintentional usage identified.

Each account is eligible to apply for a leak adjustment request one time during a 12-month period. Consideration for adjustment will be made for the identified high bill and, if applicable, the next subsequent bill only.

Customers must locate the leak and complete the repairs within 14 days of the bills due date. Water loss due to theft, vandalism or construction damage is not covered and is the responsibility of the customer.

Customers who receive a leak adjustment still pay for the unintentional leak usage, but at the lowest rate authorized in our tariff.



203 S Farwell Street

Eau Claire, WI 54701

Utility billing: (715) 839-4954 or

utilities@eauclairewi.gov

Utility meter shop: (715) 839-5045

Website: www.eauclairewi.gov/treasury

Leak Detection Brochure

A leak in your home or business can add up quickly and increase your utility bill. It's important to find and repair any leaks as soon as possible to avoid increases in your utility bill or water damage to your home or business.

Did you know?

A leaking toilet can leak 2 CCF or more per week. This could more than double a utility bill.

WHERE TO CHECK FOR LEAKS

- Toilets
- Indoor and outdoor faucets
- Shower heads
- Dishwashers
- Clothes washer
- Sprinkler systems
- Water heater tank
- Water softener
- Boiler
- Fire suppression systems
- Refrigerator ice maker
- Swimming pools
- Private service line leaks (street to house meter)

LEAK DETECTION

Toilet leaks account for more than 95% of all leaks. Some common causes of toilet leaks include; float arm problems, a defective flapper valve, a flush handle that sticks or a pinhole opening below the overflow pipe's water line.

CHECKING FOR OUTDOOR LEAKS

Outdoor leaks are commonly caused by irrigation systems, hoses and service lines. Monitor irrigation systems to ensure it is running as programmed. Also, check for wet spots in the yard. This can indicate a leak in the irrigation system or service line.

CHECKING FOR TOILET LEAKS

Place a few drops of food coloring into the toilet tank. After 20 minutes, if there is any color in the toilet bowl, there is a leak. To avoid staining, flush after testing.

Another check is to remove the lid from the toilet tank and flush it. If water drains into the overflow tube, the tank is overfilling.

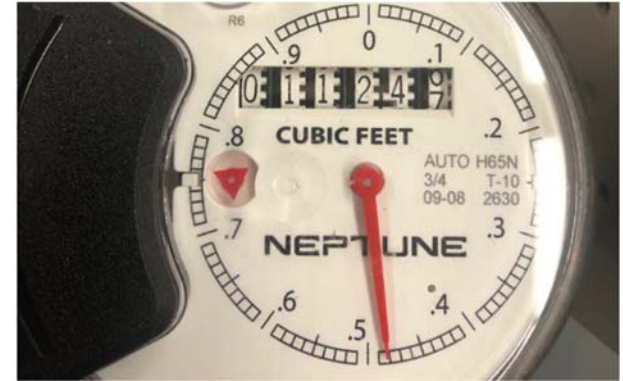
CHECKING YOUR WATER METER

The City of Eau Claire utilizes three separate 3/4 inch meter types. For all meter types the first four digits are used to calculate usage.

Neptune T-10 ProCoder: To check for leaks using this meter, use the dial on the meter. If the dial is moving, there is water flowing through the meter.



Neptune T-10: To check for leaks using this meter, use the red triangle. If the triangle is moving, there is water flowing through the meter.



Sensus: To check for leaks using this meter, use the black triangle. If the triangle is moving, there is water flowing through the meter.

