

Mequon Water Utility - Potential Leak Notice



The Mequon Water Utility recently read your water meter for the quarterly water bill. While evaluating the meter readings, it was noticed that your current usage does not reflect your historical usage at this location. There are many potential reasons for this elevated usage; establishing new landscaping, installation of a new irrigation system, a new addition to the family, etc.

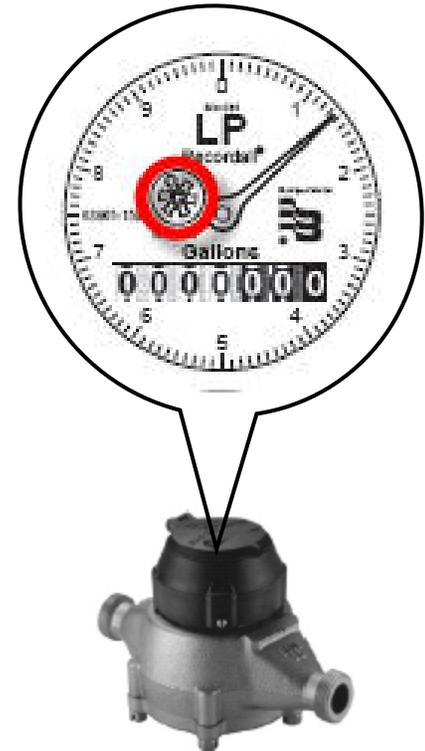
However, one potential cause of the increased use is a leak in your private plumbing. There are many fixtures and appliances in a home, and each one is a potential cause of a significant leak. We would recommend the following course of action to determine if a fixture or appliance leak is the cause of the increased use at your residence:

- Turn off all fixtures and appliances – Both inside and outside of the building
- Locate your water meter; typically in your basement on a wall that faces the street
- Find the leak indicator - a small red asterisk, snowflake, or triangle on the face of the meter register
- Observe the leak indicator for at least a minute to check for movement

If the leak indicator is turning: You have determined that there is a leak in your private plumbing. Even a dripping faucet is enough to turn this leak indicator. You may want to call a plumber to identify and repair the problem.

If the leak indicator is not turning: You have determined that there is no leak in your private plumbing and no further action is required.

The Mequon Water Utility works hard to provide you with a high level of customer service. We hope that this notice helps you in evaluating your usage, and to reduce any unintentional use that may exist at your home. If you have any additional questions, please call us at (262) 236-8150, Monday – Friday 9:00 AM to 3:00 PM



About Your Meter

The residential water meters used in our system are positive displacement types with gallon registers. Water flowing through the meter causes a measuring element known as a nutating disc to displace a set amount of water from the measuring chamber. The water displaced by the disc during each cycle will be a constant volume. The movement of the disc is transferred to the register gear train which turns the dials. All of our meters are factory tested prior to shipment. Once a meter is assembled – with the correct register for the size meter – it cannot over register, but will under register through the course of time.