



How should I report a leak or running water in the street?

Please call the Water & Sewer Billing Department at (703)335-8805 during normal business hours (Monday - Friday, 8:30am to 12:30pm and 2:30pm to 5:00pm) or the emergency after hours number (Police non-emergency number) at (703)361-1136.

What do I do if I feel my bill is higher than normal?

If your monthly bill has a noticeable increase in consumption for which you can't account, you should:

- Check your premises for leaks. Check ALL of your toilets and faucets. Remember that you as the customer are responsible for all water passing through the water meter. Repairing leaks on your side of the meter will save you from paying for water you may not be using.
- If you are unable to locate the cause of increased water usage, please call the Water & Sewer Billing Department at (703) 335-8805 to arrange for a service technician to visit your property and assist you in identifying potential causes.
- A service technician will meet you at your home, verify that you are not using any water at that time, and check your meter. If your meter is moving after it has been verified that you are not using any water, that is an indication that there is a leak somewhere on your property and you need to call a plumber. →

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If I have a leak on my side of the meter, can I get my bill adjusted?

Unfortunately customers are not eligible for any adjustments due to leaks. The water has been used and the City will be charged for it even if it was through a leak.

Whose responsibility is it to fix leaks?

That depends on where the leak is located. The City is responsible for leaks on the street side of the water meter and in the meter pit. Leaks from the connection to the water meter to the home, as well as leaks inside the home are the responsibility of the customer. It is very important to repair leaks as quickly as possible. Ignoring leaks can waste a great deal of water, cause significant property damage and can be costly to the consumer. Quickly addressing leaks will save water and money.

The following tips may help you to identify underground leaks as quickly as possible:

- Be aware of your normal consumption patterns. The most common symptom of an underground water leak is consistent/worsening high consumption. One of the best ways to catch a leak quickly is to pay attention to your bill and investigate unusually high consumption.
- Search for unusual soggy spots in the general vicinity of your water line. Unusual wet spots not caused by precipitation or watering is often a sign of an underground water leak. Check the area carefully. Often the effects of an underground leak may surface several yards away from the actual leak.

CITY OF MANASSAS PARK
WATER & SEWER
BILLING DEPARTMENT



WATER LEAKS QUICK REFERENCE GUIDE



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Water use and especially unattended leaks can quickly add up to excessive water bills!

Worn plumbing fixtures waste a great deal of water and can be costly to the consumer. Check faucets and hose connections (i.e., at your washing machine) frequently. The table below illustrates the potential water loss from leaky faucets:

Even a Small Leak Costs You Money			
Slow Leak	Steady Drip	Slow Stream	Steady Stream
			
450 gallons per month	750 gallons per month	3,000 gallons per month	12,000 gallons per month
		Adds up to \$30.00 to your monthly bill	Adds up to \$120.00 to your monthly bill

Check for leaking toilets

Leaking toilets are the number one source of wasted water in the home. A leaky toilet tank wastes between 300 gallons (slow leak) and 60,000 gallons (running toilet) per month. To detect a slow leak, put food coloring in the toilet tank and wait 15 minutes without flushing.

If the water in the bowl turns color, your toilet tank is leaking. Replace the parts inside your toilet tank. Repair kits are inexpensive and are available at most home improvement stores. We recommend you perform this test at least twice a year. Catching a toilet leak at its earliest stage can save a lot of water and keep you from pouring your money down the drain. Check for leaky faucets, showers and hoses

Check for Underground Leaks

An underground water leak due to a broken pipe or faulty coupling can be very costly because the water loss is not always easy to spot. Careful attention to the signs of a water leak can help minimize costly water leaks.

The following shows the amount of water that can be lost for various size leaks.....

- A 1/32 in. leak consumes 264 gal. per day = 7,920 gal. per month
- A 1/16 in. leak consumes 943 gal. per day = 28,300 gal. per month
- A 1/8 in. leak consumes 3,806 gal. per day = 114,200 gal. per month
- A 1/4 in. leak consumes 15,226 gal. per day = 456,800 gal. per month
- A 1/2 in. leak consumes 60,900 gal. per day = 1,827,000 gal. per month

Typical Normal Water Uses:

- 1 Bath = 42 Gal
- 1 Shower = 17 Gal
- Wash 1 Load of Clothes = 45 Gal
- Flush Toilet = 3 Gal

Common water loss examples:

- Leaking Toilet = 21,600 gal/mo
- Drip Irrigation = 43,200 gal/mo
- Watering the garden for 2 hours/day = 18,000 gal/mo
- Hose left on for 1 night = 5,400 gal
- Broken services line 1 night = 8,100 gal
- 1 day = 21,600 gal
- 1 week = 151,200 gal
- 1 month = 648,000 gal
- Stuck ice maker = 86,400 gal/mo
- Stuck check valve in washing machine – 30 minutes = 240 gal

Ways to Conserve Water

- Water your yard and outdoor plants early or late in the day to reduce evaporation
- Take shorter showers—five minutes or less is best
- Use plants that require less water
- Install new toilets that use less than 1.6 gallons per flush
- Put faucet aerators on sink faucets
- Get an Energy Star labeled washing machine. Wash only full loads
- Turn off the water while soaping hands and brushing teeth
- Turn off the sink faucet while scrubbing dishes and pans
- Use a low flow shower head
- Use a shut off nozzle on your hose
- Mulch around plants to hold water in the soil
- Use a broom, not a hose to clean your driveway and walkways.

