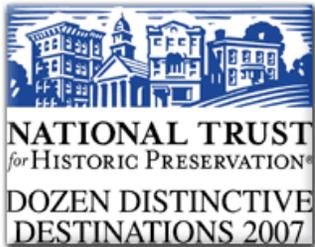


WILL MY LEAK DISAPPEAR?

Until you can locate and repair your leak, you can expect your water usage to increase. The City does not compensate you for high usage any more than the gas or electric company does. The City does, however, have two programs to help you.

1 FREE LEAK INSPECTION PROGRAM

Scheduled on Tuesdays and Thursdays, a meter technician will come to your home and check for leaks then let you know where they are. Our technicians are not licensed plumbers and will not fix the leak(s), but they will tell you where they are so that you may fix them yourself or call a plumber.



Woodstock is proud to have been recognized as a 2007 Distinctive Destination by the National Trust for Historic Preservation

2 ONE TIME ONLY PLUMBING PROBLEM CREDIT

This **one time only** credit is equal to the amount of money spent on clean sewer water that goes down the drain.

A few simple steps are required:

- Our meter technician finds that you have a leak
- You or a plumber fix the leak
- A technician from the City verifies that the leak is fixed
- Our Senior Accountant then draws up a letter letting you know how much your account could be credited

If you decide to take the credit, you will need to sign one copy of the letter and return it before the credit can be applied to the account.

Renters should understand that it is the homeowner, i.e., landlord, who must sign the plumbing problem credit.

Ten in a series of brochures as part of the "Being a Good Neighbor" program designed to inform and educate the residents of Woodstock, Illinois.

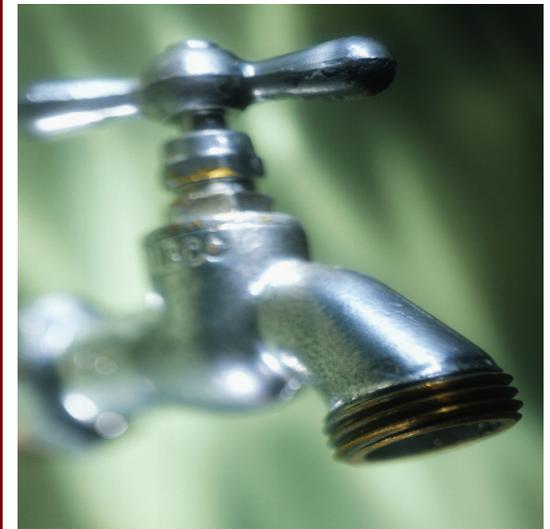
2/2009



City of
Woodstock

10 Leak Inspection

Help Yourself-Help Your Neighbor



Being a Good Neighbor

City of Woodstock
Finance Department
121 W Calhoun Street
Woodstock, Illinois 60098
(815) 338-4300



Water is a precious resource, especially when it is treated and you're paying for it. The City of Woodstock is very serious about conserving water. To this end, the City has instituted a number of programs to detect leaks in its water system. You too, can detect leaks in your water system at home thereby conserving water and your hard-earned cash.

METER TEST

If you have a new meter, you can verify that your meter is reporting leakage by looking at the meter. To see the characters on your water meter, shine a strong flashlight on the meter to activate the meter display.

1. If you see a picture of a blinking faucet, the meter is indicating that there may be an occasional leak. A picture of a faucet that is not blinking indicates that there is a continuous leak.
2. Another type of meter may show a red triangle that blinks or remains lit. This also indicates an intermittent or continuous leak.

If you have a basement, your water meter should be located in the front of your house. If you do not have a basement, look for your meter in your utility room near the hot water heater.

TANK TEST

The most common place for a leak in any household is in the toilet. To check your toilet for a leak:

- Remove the lid from the tank and put a couple drops of food coloring in the tank water
- Allow the tank to sit undisturbed for a minimum of 30 minutes
- After a half hour, check the toilet bowl for the dye

If there is dye in the bowl without flushing, the seals in the tank need to be replaced. If there is no dye in the bowl, clear the dye from the tank by flushing the toilet a couple of times and run the test again. Your toilet may be sealing itself every few flushes and you'll need to re-run the test to be sure you don't have a leak.

FAUCETS & OTHER LEAK SOURCES

You'll also want to inspect each faucet in your home. Turn it on and then off and see if it keeps dripping. You may need to replace the gaskets to keep the faucets from dripping or call a plumber to do it for you. Don't forget to check shower heads as well.

Ice makers, hot water heaters, and hot water boilers are also sources of leaks that may be forgotten. Check around them for puddles, fix them when they're broken, and, in the case of boilers, provide periodic maintenance.

8-HOUR TEST

Regardless of the type of meter you have, you can always tell if you have a leak in your home by using the following method.

When you are away at work or school and no one is home or in the evening, once everyone in the household is finished using water, write down the reading from your water meter.

Be sure to tell all members in the household not to use any water during the night. Remember to turn off all automatic water devices, such as an ice-maker or water softener.

In the morning, before using any water, check the meter again to be sure it hasn't changed from the reading of the night before. If the reading has gone up, and you are sure that no one has used any water, you have a leak.

