

# High Water Usage Questionnaire and Recommendations



**OBJECTIVE:** The homeowner should try the following list of actions before calling the Green Bay Water Utility.

1. Place a few drops of **food coloring in the tanks of your toilets** and check for any color change in the bowl one hour later. If the color has leaked from the tank into the bowl, then adjust or fix your toilet flushing system mechanism by calling a plumber or other knowledgeable person.  
Is there color?  
Yes \_\_\_\_\_ No \_\_\_\_\_
2. Check all **inside/outside faucets** for any leaks. Even a periodic drop can add up to a measurable difference over a three-month period. Are there any leaking faucets?  
Yes \_\_\_\_\_ No \_\_\_\_\_
3. Has the number of people living in your house change during the billing time period?  
Yes \_\_\_\_\_ No \_\_\_\_\_
4. Did you install a new water using appliance such as a dishwasher or different washing machine during the billing time period?  
Yes \_\_\_\_\_ No \_\_\_\_\_
5. Did you install a whole house humidifier such as an *Aprilaire® humidifier* during the billing time period?  
Yes \_\_\_\_\_ No \_\_\_\_\_
6. Is there a possible issue with the water softener system? Might there be a valve not working properly? Is it regenerating all the time?  
Yes \_\_\_\_\_ No \_\_\_\_\_
7. Did you water your lawn or wash vehicles frequently during the billing cycle? Was there outside water usage?  
Yes \_\_\_\_\_ No \_\_\_\_\_
8. Do you have a water-powered back-up sump pump system?  
Yes \_\_\_\_\_ No \_\_\_\_\_
9. **Turn off all water faucets in your house and do not use any water during the following test period!** Locate your meter in the house; it is usually in the basement. Make a black mark where the red arrow is pointing to on the meter. For the next 30 minutes, do not run any water in the house. After 30 minutes, check the meter again. If the red arrow has moved off your mark, this would indicate something is leaking. Did the red arrow move?  
Yes \_\_\_\_\_ No \_\_\_\_\_

If ALL of the above answers are “no,” then please call the Green Bay Water Utility at (920) 448-3480 for further assistance.

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