



HIGH UTILITY BILL / CONSUMPTION CHECKLIST

- ✓ Have you checked your water meter leak indicator? (see next page for faucet leak icon) **Y / N**
- ✓ Have you verified your meter reading compared to your billed reading? **Y / N**
- ✓ If your meter reading on your bill is incorrect, record your reading and contact us. We will then be able to enter your reading and send out a corrected bill.
- ✓ Have you dye tested your toilet (enclosed dye tablets to test your toilet)? **Y / N**

Toilet leaks

Do you know how to dye test your toilet for a leak? Drop a dye tab or food coloring in the toilet tank overnight, and do not flush the toilet. In the morning check the toilet bowl, it should be clear after no flushing. If the toilet bowl has changed color (same color as the dye) then you have an internal toilet tank problem. The problem could be the; handle, flapper, over flow tube, or other broken or worn parts.

Did you know that 70% of the water used in a family is used in the bathroom? This is partly due to the fact that we use a faster flow rate in the bathroom than in any other parts of the home. The most common leak in the household is the toilet. This is because they represent the greatest water usage in the home. Also because the toilet uses water through a controlled mechanism and if any of the parts of the mechanism are faulty excess water is used. A leaking flapper can use up to 250 gallons of water per day or 7,500 gallons a month. When left unattended and the flapper gets more deteriorated the water loss can be more than 40,000 gallons a month.

Faucet Leaks

Another common source for leaks is the faucet. A leaking faucet can waste up to 20 gallons of water per day. Leaking faucets are usually caused by worn washers or “O” rings. If you have 60 psi (pounds per square inch) of pressure in your pipes your water loss is as follows:

1/32” leak can waste..... 73,992 gallons per year
1/16” leak can waste..... 295,992 gallons per year
1/8” leak can waste..... 1,183,992 gallons per year
1/4” leak can waste..... 4,725,996 gallons per year

Other Interesting Facts

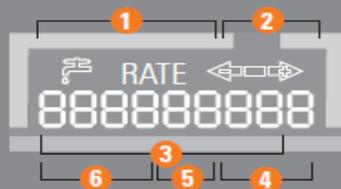
Toilet flush..... 5 to 7 gallons (non low flush toilets)
Shower.....7 to 10 gallons per minute
Bath Tub.....36 to 60 gallons
Dishwasher load.....10 to 25 gallons
Clothes washer load...20 to 45 gallons
Irrigation Systems.....12 to 17 gallons per minute per zone
Running hose.....up to 600 gallons in an hour
50% of water consumed by households is used outdoors
Evaporation loss can be 60% higher during the day

Below you will find information on how to read your water meter (radio frequency transmission), along with the meter icons & display facts. Open the meter cover to activate the display screen. If the display screen is blank, shine a flashlight on the screen to light activate the meter register information.

- Replaceable Battery ①
- Antenna ②
- Light Sensor ③
- Flow Indicators ④
- Date of Manufacture ⑤
- LCD Display ⑥
- T-10 Meter ⑦



E-Coder R900i™

	<p>LIGHT SENSOR Recessed under the small hole near the center of the faceplate of the E-Coder)R900i, supplies the power for the LCD panel (light activated) as well as the activation of the data logging extraction.</p>
	<p>FLOW INDICATOR Shows the direction of flow through the meter: ON Water in use. OFF Water not in use. FLASHING Water is running slowly. (-) Reverse flow. (+) Forward flow.</p>
	<p>LEAK INDICATOR Displays a possible leak: OFF No leak indicated. FLASHING Intermittent leak indicates that water has been used for at least 50 of the 96 15-minute intervals during a 24-hour period. ON CONTINUOUSLY Indicates water use for all 96 15-minute intervals during a 24-hour period.</p>
<p>RATE</p>	<p>RATE OF FLOW Average flow rate is displayed every six seconds on LCD display.</p>
<p>RF LOG</p>	<p>DATA LOGGING Displayed on LCD during extraction of data logging consumption data. *"DL" on dial face denotes data logging</p>
	<p>LCD DISPLAY Nine-digit LCD displays the meter reading in billing units of measure: U.S. gallons, cubic feet, Imperial gallons, or cubic metres.</p> <ul style="list-style-type: none"> ① E-Coder® Basic Reading/Customary 6-digit remote reading ② Customary sweep hand digits ③ E-CoderPLUS Reading (8-digit remote reading) ④ Testing units used for diagnostics ⑤ Extended reading units ⑥ Customary billing units

Request for Billing Adjustment Pertaining to a Leak

As a customer of the City of Sarasota you have the right to request a billing adjustment related to a leak in accordance with the City of Sarasota Utilities Department Policies on potable water.

Utility Department Leak Adjustment Policy

Leak adjustments *apply to potable drinking water* only at your home which applies under the following conditions:

- Monthly water use during the leak must be 5,000 gallons over your normal previous 18 month avg
- No other adjustments have been issued for a previous 12 month period
- Copy of the repair bill or receipt of repair is required for our records as “proof of repair”

The leak adjustment (maximum 3 months) is a recalculation of the water consumption at a lower rate (your previous 18 months usage). This average is used when a leak occurs that creates excessive water consumption. If you have sewer, this will be adjusted to your prior 18 month average also. Not all of your excess water and sewer charges will be credited back, just a portion of the charges.

Information Required for Leak Adjustment Request (including a copy of your plumbing repair bill)

Account Number: _____ Date of Repair: _____

Description of Repair: _____

Name: _____ Phone #: _____

Service Address: _____

Signature: _____ Date: _____

Please forward your complete leak documents for consideration to;

Mail: Utility Billing Office, P.O. Box 3439, Sarasota, FL 34230

Fax: (941) 316-1890

E-mail: utilitybill@sarasotagov.com