

## Justice Willow Springs Water Commission Water Bill Appeal

**Please email form back to [tsutera@jswsc.org](mailto:tsutera@jswsc.org)**

The JWSWC operates and pays its expenses entirely based on the water use fees paid by our customers. Just like a family budget, the Commission must pay our bills for the water supplied by Chicago, electricity provided by ComEd, maintenance and repair costs by contractors, etc. The JWSWC Board does, however, recognize that sometimes mishaps occur and through no direct fault of customers, leaks occur that use far more water than usual. As a result, the Board allows an appeal from customers for relief for rare occasions when a customer leak creates a large and difficult water bill. While we cannot afford not to recover our costs, we try to share the financial burden when a customer makes good faith efforts to repair their leak promptly. These appeals are considered on a case-by-case basis. Please complete and return the form below to our staff for Board consideration **within 30 days of receiving paperwork.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Water Bill #: \_\_\_\_\_

Water Bill Date: \_\_\_\_\_

Water Bill Amount: \_\_\_\_\_

Gallons Used: \_\_\_\_\_

Description of Plumbing Problem / Leak and Corrective Actions:

Date Problem Noticed: \_\_\_\_\_

Date Problem Resolved: \_\_\_\_\_

Was a plumber required to fix? Y / N

Plumber Cost: \_\_\_\_\_  
(attach invoice)

Staff Use Only:

Date Customer Notified of Leak: \_\_\_\_\_

Prior Average bill (gallons): \_\_\_\_\_

Date Leak Ended: \_\_\_\_\_

Leak Estimate (gallons): \_\_\_\_\_

Customer Senior / Veteran? Y / N

Prompt payment history? Y / N

Staff Notes:

## Justice Willow Springs Customer Leak Action Guide

When a customer's water meter records continuous use for an improbable length of time, the JWSWC headquarters staff receive a warning alarm from our automated metering system. We typically try to notify customers promptly about the continuous water use so that customers can find and correct the problem before their water usage volume creates a financially catastrophic water bill. If you have been notified of continuous water, use alarm by JWSWC staff, please review the below suggested actions to check that may correct the issue. In many cases, these suggestions can help you correct the problem and avoid high water bills or the need to call a plumber for repairs.

### Suggestions to Check:

1. Check all toilets (our most common culprit for water uses alarms) in the house as follows:
  - a. Can you hear water running if you listen near the toilet?
  - b. Take the tank lid off. Do you see water running or see it overflowing into the center tube? If so, the toilet requires service. This is a DIY repair for many, but plumbers will do it for you if you are not confident with DIY.
  - c. If you cannot tell for sure if the toilet is running, try pouring a cup of coffee into the upper water tank. If it quickly starts showing up in the toilet bowl, the leak here is proven. (Be aware that the inside of the covered tank could be stained by this method).
  - d. Toilets should have a shutoff valve underneath the wall, but old ones are notoriously fragile and unreliable. You can try to turn off the water here until the toilet can be repaired but be careful how much force you apply. If it resists turning, be careful not to break it off.
  - e. Don't forget the basement and rarely used toilets.
2. Check all your exterior hose bibs. Most houses have one in front and one in back. Hoses should be disconnected all winter to avoid freezing damage and subsequent leaks.
3. Find your water heater and make sure it is not leaking. This can be intermittent sometimes, so look for stains that might indicate such occasional leaks.
4. If your furnace contains a humidifier, make sure that its water valve is not stuck open.
5. Check your basement or crawl space for broken or leaking water fittings (generally easy to find due to the huge puddles!).
6. Check all sinks, tubs and showers to ensure they shut off entirely.
7. If you have a lawn sprinkler system, check where that connects to the house to be sure it is not running constantly, even at a low level (which may not activate the sprinklers).
8. Check any pool or spa refill valves.