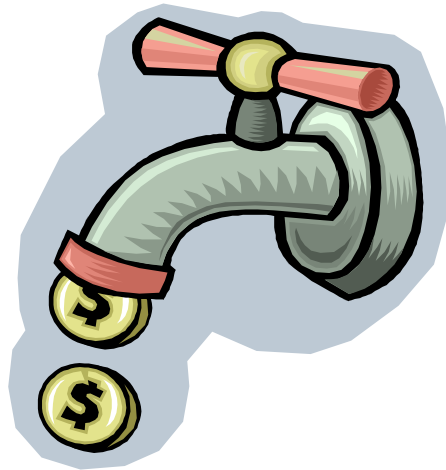


LAKE WHATCOM WATER AND SEWER DISTRICT



CUSTOMER SLOW SPIN/WATER LEAK NOTICE INFORMATION

Lake Whatcom Water & Sewer District
1010 Lakeview Street
Bellingham, WA 98229
E-mail: wd10@comcast.net
Phone: (360) 734-9224
FAX: (360) 738-8250
24 Hour Emergency: (360) 734-9224
Web site www.lwwsd.org
Office Hours: Mon-Fri 8:00 a.m.-5:00 p.m.

What we can do to help you:

- **Locate your water meter**
- **Show you how to turn your water on and off at the meter.**
- **Verify a slow spin or leak**
- **Help you to determine if the leak is at the meter connection**
- **Help you to determine if the problem has been repaired**

What we cannot do:

We cannot locate your water line from the meter to the house or locate your shut off at your home.

IMPORTANT!

Always call 811 before you start digging on your property. This is a free service that will locate all of your utilities within 1 to 3 days, from your call, depending on the urgency of the situation.

INVESTIGATING THE SLOW SPIN

1. Turn your water off at the house (turn on a faucet inside the house to verify that the water is actually off). Check your meter to see if it is still spinning.
2. If the meter is still spinning, proceed to the "leak" section of this brochure.
3. If the meter is not spinning, continue reading.
4. The majority of slow spins, especially in older homes are in the toilet tank itself. To determine if this is the problem, take the lid off of the tank and listen for a "hissing" sound.
5. If the toilet is "hissing" it is generally the apparatus connected to the supply line to the toilet. In some cases, it is also the flapper device on the bottom of the tank.
6. These parts are relatively inexpensive and can be repaired by the home owner, a handy person, or a plumber.
7. If the toilet is not the problem, then check to see if the water heater is leaking. Also check your outside hose bibs.

8. Remember, you are looking for a light steady stream of water, not just a dripping faucet.
9. After checking these common problem areas, and still not finding the problem, feel free to call the District's meter reader. Something may have been running when the meter was checked and should be re-checked when you can verify that nothing is running in the home.

INVESTIGATING A WATER LEAK

- The majority of water leaks are found at connections, either at the meter or at the home.
- The house connection is generally 6 inches to 2 feet outside of the foundation from where the waterline enters the home. The reason that you may not see this leak is that the water is being distributed by the drains that surround your home.
- If the leak is found at the house/meter connection, the parts are inexpensive and can be repaired by the homeowner, a handy person, or a plumber.

- If the leak is not found at the connection and is not obvious in its whereabouts, it is generally a waste of time and/or money to try to find it. It is best to accept the fact that you should run a new water line.
- There are some situations where you may be conflicted as to whether to just fix the leak or run a whole new line. The whole line may cost several thousand dollars, so it may depend on your financial situation as to what you do.

GENERAL REMINDERS/TIPS

- Remember to call 811 before you dig at any of these areas
- In some cases, homeowners insurance will cover some of these expenses. It's worth a call to find out and will help in your decision making process
- IMPORTANT! Always get 2 or 3 bids. You will find that costs may vary widely.
- The major expense for replacing the entire waterline is the labor for digging the trench for the new line.

- You have options. If you can do this part of the work yourself or hire a neighbor or someone from Labor Ready it will save you a considerable amount of money.
- The trench needs to be at least 18" deep to prevent the pipes from freezing in the winter.
- For waterlines the District requires 200# psi poly pipe
- We hope this information has been helpful. Feel free to call us at 734-9224 with any questions you may have.