

High Bill Check Sheet

Please perform the following tests and complete this form. Return this completed form to Pinellas County Utilities or bring it to our office at 14 S. Fort Harrison Avenue in Clearwater. We will review the information and call you with the results. Thank you.

Pinellas County Utilities Account Number _____

Customer Name _____

Service Address _____

Mailing Address _____

Telephone number(s) where you may be reached during the day () _____ - _____

1. Verify the reading on the meter by reading it from left to right.

Record the reading here: _____ Date of the reading: _____

2. Verify the above reading against the current reading on the bill. Is the reading on the bill higher than the above reading? Yes _____ No _____

- If your answer is “Yes”, stop here and call our office at (727) 464-4000. Your meter may have been over read. We will verify this and correct your bill.
- If the reading above is higher than the current read on the bill, you may have a leak. Please continue to step 3.

3. Do a two-hour leak test. First, check inside and outside to make sure everything is off. Second, **DO NOT USE WATER DURING THE 2-HOUR LEAK TEST.** Third, read all the numbers on the meter from left to right, including the stationary “0”. Also note the position of the red sweep hand. (It is an arrow like the second hand on a clock.) Is the leak dial moving? Yes _____ No _____ If “Yes”, water is going through the meter. You may possibly have a leak.

Date of leak test _____ Start time _____ End time _____

Start read _____ Arrow pointing at _____

End read _____ Arrow pointing at _____

If your start read and arrow position is different from your end read and arrow position after the two hours, you either have a leak or someone has used water on property during the test.

4. To determine if your leak is inside or outside, turn off your house valve and do the leak test again for two hours.

Date of second test _____ Start time _____ End time _____

Start read _____ Arrow pointing at _____

End read _____ Arrow pointing at _____

If there is no change in the reading during the second test, your leak is possibly inside. If there is a change in the reading during this test, your leak is possibly in your service line between the meter and the house.

5. If your leak is inside, do a toilet tank test to check for possible toilet leaks. Put some food coloring in the tank of all toilets. Do not use them for twenty minutes. Check the toilet bowls after twenty minutes to see if any color has seeped into the bowl. If the water in the bowl has color in it, the toilet is leaking.

Toilet leak? Yes _____ No _____ Date of test _____

6. Do you have a water softener? Yes _____ No _____
If yes, are you adding more salt than usual? Yes _____ No _____

If yes, the water softener may be generating more often than it should. Check the settings.

7. Do you have a sprinkler system? Yes _____ No _____ If yes, take a meter reading before and after the sprinkling cycle to see how much water a normal cycle uses.

Start read _____ End read _____

Subtract the start read from the end read to get consumption used by each sprinkling cycle. How often do you use the sprinkler system each week? _____ Multiply this number times the sprinkler consumption. _____ This is how much your sprinklers are using each week.

Multiply your weekly usage by 8 to figure your total usage for each billing period. Write that number here: _____

8. Have you repaired anything in the past three months? Yes _____ No _____
If "yes", what was repaired and on what date?

9. Have you had visitors or additional people in your property in the past three months?

Yes _____ No _____ You can expect your bill to increase by approximately 108 gallons per day per person.

10. Do you have a swimming pool? Yes _____ No _____

If "yes", have you filled it in the last three months? Yes _____ No _____

If "yes", how many gallons? _____

Note: If your high bill is the result of a leak that has been repaired, you may qualify for a leak adjustment. For residential and commercial properties, the consumption attributed to the leak must be more than 20,000 gallons over the account average or double the account average.

Documentation required: Submit a copy of an authorized plumber's bill or a notarized statement if someone that is not an authorized plumber performed repairs. The documentation must include: type of leak, date repaired, and the address where the repair was made. Before submitting for a possible leak adjustment, do the leak test again to make sure you have no other leaks. Submit the

documentation along with a good faith payment on your average bill plus 50% and this **High Bill Check Sheet** to:

Customer Service Department

Pinellas County Utilities

PO Box 1780

Clearwater, FL 33757-1780

ATTENTION: Customer Service Representative _____

Thank you for completing this form. The information you have provided will help us to better serve you and possibly resolve your high bill. If you have any questions, please call us at (727) 464-4000, Monday through Friday from 8 a.m. to 5 p.m.

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