

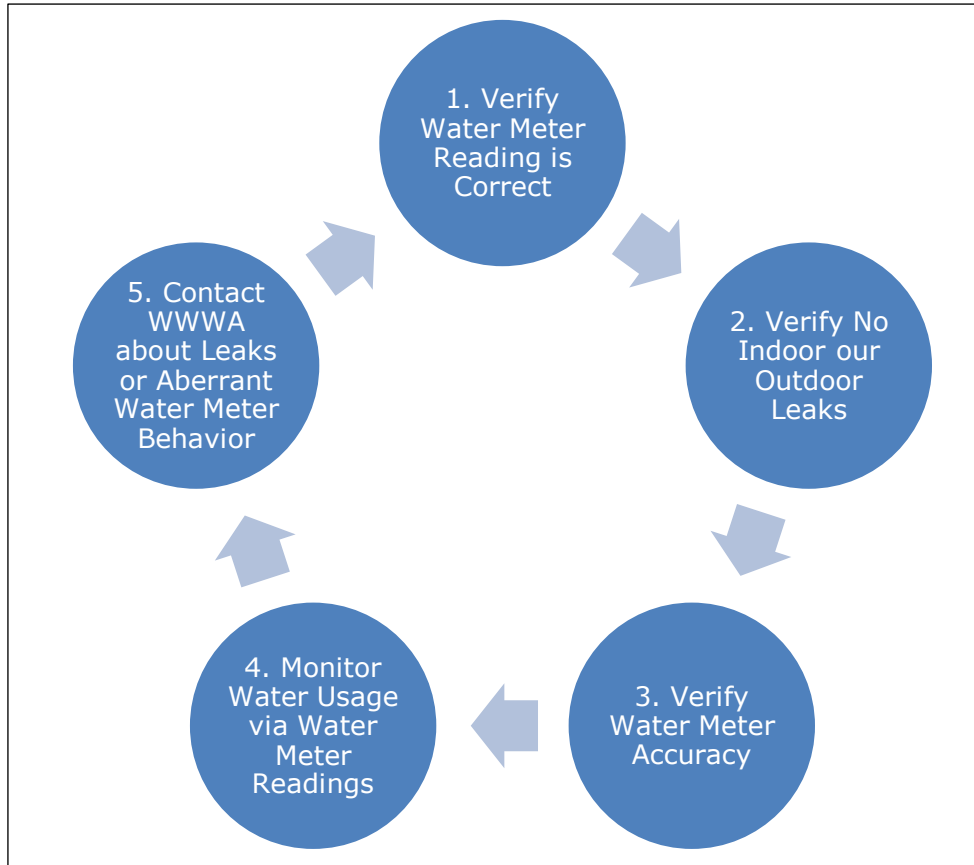
**Whidbey West Water Association (WWWA)**

**"The goal of Whidbey West Water Association is to provide clean water at a fair cost, good service to our members, and to conserve our water supply for future generations."**

State ID No. 363146 / Island County Franchise No.327 / <http://whidbeywestwater.org/>

**High Water Bill Procedures. Last Edited 11/21/2020**

If a WWSA member receives a high or costly water bill that they believe to be in error, they should:



1. **Verify Water Meter Reading is Correct.** Visually inspect the water meter and write down the meter reading. Compare that observed number to the number recorded on the received water bill.

Water meters vary. Some have little dials on them that move quickly for the slightest water movement, and some have bigger dials that only reflect a gallon at a time being used. Here's a website on meters and water leaks that is very detailed: [Understanding the Water Meter](#)

2. **Verify No Indoor or Outdoor Leaks.** Items such as a running toilet, a water softener valve, or an outdoor water irrigation valve can pass many gallons of water unnoticed. A few tips about identifying leaks are located at our [Water Conservation](#) website page.

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If no leaks are observable with all faucets shut off in the house, the water meter should not move. Wait an hour or longer and then compare the water meter reading from earlier. If the meter has not moved, there is no leak. If the meter has moved, there is a leak somewhere.

If the water meter HAS moved and a leak definitely does not exist in the house, then a water meter that is moving with all water faucets, etc. off would then indicate a leak exists somewhere else, such as between the house and the water meter.

Another remote possibility is that the water meter is simply spinning with no water going through the meter. Usually, however, they tend to fail the other way: they stop spinning and measuring water going through the meter.

3. **Verify Water Meter Accuracy.** Obtain a five-gallon bucket. Fill the bucket with exactly five gallons of water and see what the water meter says. It should of course read exactly five gallons higher than the previous reading.
4. **Monitor Water Usage via Water Meter Readings.** Keep an eye on things the next couple of months: take water meter readings at regular intervals (e.g. weekly or even daily if able) to see if something weird is happening can be identified / recorded / documented.
5. **Contact WWWA about Leaks or Aberrant Water Meter Behavior.** Water meters do sometimes fail, but not entirely all at once. WWWA is responsible for the water system up to an including the water meter.