



Winchester Utilities

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Dear Valued Customer,

Everyday Winchester Utility works hard to provide you with drinking water that is of excellent quality. Water must be pumped from our lake, treated and disinfected for protection from bacteria, slowly filtered, then sent to your home or business for usage. A maze of underground pipes distributes the treated water for your use 24 hours a day, 7 days a week, and 365 days a year. With just a twist of your wrist you can take a shower or have a glass of ice cold water.

Winchester Utility is always looking for ways to save money and to improve service. We keep track of how much water is treated every day and compare it to what is used by our customers. Water loss is always a concern. When you take into account the age of the water system, feet of transmission and service lines, and the number of gate and curb valves that are used to provide water to our customers, the chances for leaks to occur are endless.

By being the eyes and ears of your little part of the water system, **you a have** a unique opportunity to help the water utility keep water leaks from becoming a problem. Many leaks go unnoticed because customers are not trained to look for them. Here are some tips to help you identify possible water leaks around your home.

1. **Green spots in the lawn-** With the recent dry fall, green spots in unusual areas may indicate a leak.
2. **Low pressure-** As a small leak becomes bigger; you may lose pressure at your water tap. Does it take longer to fill the washing machine? How about filling the bathtub? Does water start flowing out of the faucet at good pressure and then drop off? Any of these may indicate a leak.
3. **Pipe Noises-** Do the water pipes hum or sing when water is not being used? Do they make noises in the middle of the night when the house is quiet? Noises may indicate a leak.
4. **Sump Pumps-** Many homes have sump pumps installed to stop ground water from getting into the basement. Spring thawing or a heavy rain event may cause water to collect into the drain field that surrounds your home causing your sump pump to run. With drier conditions in many parts of the state, sump pumps should not be running as often. If they are, it could indicate a leak.

If you notice something that might be a potential sign of a water leak, please call Winchester Utilities. A service representative would be happy to check it out.

Thank you for your help!