



ELBERT CREEK  
WATER COMPANY

# WATER IN THE WORKS

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AN ELBERT CREEK WATER COMPANY QUARTERLY NEWSLETTER  
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# A Message from ECWC

Hello, and welcome to the third issue of *Water in the Works*, a quarterly newsletter published by Elbert Creek Water Company (ECWC). The purpose of this newsletter is to improve communication between ECWC customers and staff while providing customers with useful and informative articles, ideas, and updates about our distribution area. In this issue we address several ideas and things to keep in mind as we all prepare for the end of the summer season.

## Heading Out of Town?

If you are leaving town and will not be back for several weeks or months, there are a few key things to keep in mind when it comes to your water service. Make sure your water-using appliances are working properly and are set to a schedule that reflects the decreased time you will be spending at your house, so they don't use an unnecessary amount of water while you are away. Check for issues such as running toilets and dripping faucets, inside and outside. If your water bill shows an unexpectedly high amount of water used during a time when your house is vacant, call ECWC staff immediately to check for unexpected leaks. **When you return to your house after having been gone for a long period of time**, ECWC staff suggests flushing all toilets and running all cold taps to flush stagnant water out of your plumbing system and to get fresh water flowing throughout your house. Bacteria can grow in pipes when water sits stagnant, which can cause discoloration and bad-smelling water. Letting water flow through your taps for five to ten minutes should take care of this problem.





## How to Spot a Toilet Leak

One of the most common issues homeowners run into when they get an unexpectedly high water bill is a problematic toilet. A running toilet can waste hundreds of gallons of water in a single day. If you haven't changed your water use habits and your bill is higher than normal, there is an easy way to diagnose a toilet leak.

1. Put a few drops of food coloring in the toilet tank.
2. Wait 15 minutes.
3. Check the water in the toilet bowl. If color appears in the bowl without flushing, you have a leak.

To get your leak fixed, call a plumber or check out a local hardware store for a toilet repair kit.

# Did You Know? Repairing Water Line Breaks

Water line breaks happen from time to time. With 10.4 miles of water line to maintain, the ECWC distribution system is no exception. Breaks are often attributed to factors such as old age of the pipe, temperature changes, shifts and settling in the ground, and corrosion of the piping. ECWC staff and contractors are on hand 24/7 to attend to these types of emergencies and restore water service to all customers as quickly as possible. When a break happens, you will always receive initial notice, updates, and a completion notice from ECWC staff. These notices will come to you at the email address where you receive your water bills. If you would like to update this email address or add others where you would like to receive these types of notifications, please email Anna at [acrona@elbertcreekh2o.com](mailto:acrona@elbertcreekh2o.com).

How are water lines repaired when they unexpectedly break? Take a look at this handy graphic for the basic steps ECWC staff goes through when dealing with a broken water line:

