



Toilet Troubleshooting:

Common misconceptions:

- **“A toilet runs constantly.”**
 - This is not true. As the guts of a toilet start to deteriorate, the water usage increases and some toilet issues start and stop.
- **“You can hear if there is an issue with the toilet.”**
 - This is not true. Oftentimes, the water level in the tank is set too high and the water slowly overflows into the overflow tube. This is almost always soundless.
- **“A running toilet can not cause such a high water bill.”**
 - This is not true. A running toilet can use up to 300 gallons per hour, more common is in the 200 gallons per hour range. If your toilet uses 200 gallons per hour, that is 4,800 gallons per day, which is 432,000 in a 90-day billing cycle. That would be a \$4,063.17 water bill. If the toilet only runs half of that time period it would still be a \$2,000 water bill.

How to check the flapper for leaks:

1. Add food coloring to each toilet tank, then wait 30 minutes to an hour. (If you do not have food coloring, stop by the Dare County Water Department for free dye tablets.)
2. During this time, do NOT flush the toilets.
3. After this 30 minutes to an hour, if the water in the toilet bowl is colored, you have a leaking flapper.

How to check the overflow tube:

1. Take the lid off the toilet tank and check the water level. The water level should be about a half inch below the overflow tube.
2. With the lid still off, flush the toilet.
3. Wait for the toilet to settled, then check the following:
 - Where is the water level?
 - Is water slowly draining into the overflow tube?
 - Did the handle return to normal?
 - Did you have to jiggle the handle?
 - Did the flapper settle?

Questions?

Contact the
Dare County
Water Department
at 252.475.5990.