

# PIPELINE

March/April 2022

NEWSLETTER FOR SKAGIT PUBLIC UTILITY DISTRICT CUSTOMERS

DID YOU KNOW?

Hop on the Skagit Farm to Pint Ale Trail

Did you know that beer is 90-95% water? We think great water makes great-tasting beer.



So, come join us and be "hoppy" on the Skagit Farm to Pint Ale Trail. Collect passport stamps and win prizes! Skagit PUD is helping sponsor this fun event.

Grab your passport at one of 13 Skagit Valley breweries, Skagit PUD, Northwest Brewers Supply, or any of the Skagit Valley Visitor Information Centers. Collect all the stamps and score a souvenir pint glass at the centrally located Burlington Visitors Information Center. Skagit Valley College's Cardinal **Craft Brewing Academy** is a bonus stamp due to limited hours. A bonus prize will be awarded if your passport is completed with the Cardinal Craft stamp! For more events and happenings, visit

skagitfarmtopint.com.

Want to stop a running toilet?

## YOUR FLAPPE

Do you know what a toilet flapper is? This simple rubber device holds water in the tank then releases water into the bowl when the toilet is flushed. But the rubber can wear out, so the flapper should be replaced at least every five years to ensure a good seal and avoid leaks.

### Do You Have a Silent Leak?

If you're not sure that your flapper needs replacing but want to ensure your toilet is not wasting water, testing for a toilet leak is simple. Drop a few drops of food coloring or a dye tablet into the water in the toilet's tank and wait 10 minutes. If the dye shows up in the bowl, you have a leak. Don't forget to flush afterward to remove any leftover dye and avoid staining the bowl. A new flapper or seal could fix that leak!

#### What's in Your Tank?

Before you get started, it's important to look in the tank at the back of your toilet to ensure you get the right flapper. Not all flappers are created equal! If you're not sure what size or shape flapper to get, or if your toilet even has a flapper, take a photo of the inside of the tank, and bring it to your local hardware store. You can also measure the diameter of the drainpipe inside the tank — if the drain diameter measures 1 7/8 inches or 2 3/8 inches, then you need a 2 inch flapper, but if it measures in the 3 inch range, you need a 3 inch one.

#### Make Note of the Float

If your toilet has an elongated tank, there's a chance it has a special flapper mechanism with a foam float that attaches to the flapper chain. Before removing the old flapper from the toilet tank, check if it has a float, which can also wear out and need to be replaced. Make sure you buy a flapper with a float that comes in the package if it does or check the website of your toilet manufacturer to see if they have replacement parts or information on how to replace it.

FLIP YOUR FLAPPER > SEE BACK PAGE

## **New Criteria Set for Leak Adjustments**

Have you identified a leak in your plumbing system? Sometimes a leak can be identified by the sound of running water or by a constant damp area; however, sometimes the only way to become aware of it is to notice an increase in the water usage that could sharply increase your water bill.

Most high bills are due to hidden or

hard to identify water leaks. For example, a continuous leak from a 1/16-inch diameter hole would waste 822 gallons of water per day or 74,000 gallons over three months. In the case of some significant leaks, once the leak is repaired, you may qualify for a leak adjustment.

To be eligible, customers must make timely

LEAK ADJUSTMENTS > SEE BACK PAGE

## LISTEN TO YOUR MOTHER (NATURE) THIS EARTH DAY

April 22 is Earth Day. This year, celebrate the water planet by using water outdoors the way Mother Nature intended and making every drop count this spring planting season. From selecting regionally appropriate blooms to knowing when and how much to water, you can be a water-saving force of nature this Earth Day with a lush and low-maintenance landscape.

## Flip Your Flapper

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#### **Check the Chain**

Every new flapper should come with a chain that hooks the flush arm and lifts the flapper to release water into the bowl. It's important that the chain isn't too tight when attached, or it might not allow the flapper to fully drop and seal after flushing. Likewise, if the chain is too loose, it could prevent the flapper from properly sealing and covering the drainpipe hole. Test it by flushing with the tank lid off and make sure the flapper drops and seals the pipe hole completely without too much slack in the chain.

### Need More Help?

If you need more information on how to solve your toilet problems or deciding what type of flapper you need, you have options. Visit the manufacturer website for your toilet, because they may have information on the type of flapper that can be used with your toilet model and information on how to purchase it.

Two major manufacturers of flappers also have websites to help you diagnose problems and find the right flapper to fit your needs.

- Korky's Toilet Troubleshooting Guide: www.korky.com/toilet-help
- Fluidmaster's Toilet Repair Guide: www.fluidmaster.com/toilet-problems

- Localize your landscape. Think outside the flower box by choosing plants native to our region, which require less water to supplement normal rainfall.
- Mulch to maintain moisture. Give your landscape a mulch makeover and reuse your yard debris by topping off flowerbeds with dried leaves, grass clippings, or tree bark chips. Adding a layer of mulch around shrubs and flowers will help retain moisture, inhibit weed growth, moderate soil temperature, and prevent erosion so you can spend less time watering and more time watching your garden grow.
- Timing is everything. Know how much water your landscape actually needs before you set your sprinkler. It's generally best to water lawns and landscapes in the early morning because significant amounts of water can be lost due to evaporation during the heat of the day.

## **Leak Adjustments**

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repairs and meet specific criteria.

Skagit PUD recently revised its leak adjustment policy. Annually, the PUD spends over \$100,000 on leak adjustments, not including staff time, investigating individual leaks, which is an expense to all water customers.

"The revised policy adds clarity and protects district assets by limiting the number of adjustments and credits that we give," Finance Manager Brian Henshaw said. "It separates deferred maintenance from real leaks and breaks."

Adjustments are now limited to leaks or breaks in the section of the water service line between the water meter and the primary structure served. No adjustment will be made for leaks or breaks beyond the external entrance to the structure. This includes leaks within or under a house, internal or exterior fixtures, or irrigation lines.

Henshaw said many of the former leak adjustments were for customers who failed to winterize their house and faucets or had a leaky toilet.

"We want to differentiate between

preventable maintenance items and true leaks caused by a break in the pipe. We not only want customers to be responsible but also to conserve water," Henshaw said.

"Leaky pipes cost the district resources, time, and money."

A significant change to the policy is that property owners will receive only one leak adjustment every five years, regardless of changes in tenants or occupants. Adjustments are only available for residential customers.

Nevertheless, PUD staff will continue to educate and assist customers in detecting leaks by analyzing meter readings, monitoring leak indicators, and having the meter crews proactively identify customers who may be experiencing leaks. And we'll keep on providing this service at no additional charge.

