

Some common water service issues can be caused by in-home plumbing and resolved by the home owner*

[Below are some common issues and related tips.](#)

NO WATER, LOW PRESSURE OR DISCOLORATION?

If you experience no water at all in your home, you may want to follow some trouble-shooting tips to see if the issue is related to in home plumbing. This can save you time and the inconvenience of scheduling a service call.

TIP 1 - Check your main shut off valve to see if it's on.

There are typically two types of shut off valves, a ball valve and a washer valve.

BALL VALVES - A ball valve looks like a lever and is typically located before your meter or if your meter is outside, it will be located on your service line as it enters the home.



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Ball valves are easily operated and turned 90 degrees right and left to turn off and on. Turn the valve to the right a 1/4 turn for OFF and a 1/4 turn left for ON. You will want to inspect this valve and make sure it's in the ON position. Also, check for an additional valve on the outlet side of the meter. This valve is located after the meter on your service line. Inspect it as well to see if it's ON.

GATE VALVES – Gate valves are located in the same position as a ball valve, but look like a round handle. In time, washers can wear down and may leak when operated. This will usually appear as a drip coming from the stem of the valve. In this case, a licensed plumber can replace the washer or replace the valve altogether. To operate these valves, you'll want to turn all the way to the right till the valve stops turning. This will shut off the valve. Turn the valve all the way to the left to turn the valve on. If this valve turns and never stops, it is broken and will need repaired. Contact a licensed plumber to perform the necessary repairs. If the inlet valve and outlet valves are completely turned on all the way, this is most likely not the cause of your issue.



TIP 2 – Bypass your water softener.

Sometimes, a failing water softener can release resin into the water line, obstructing the line and blocking the water. A sign of this is discolored water that usually appears as an orange tint. If you have noticed an orange discoloration prior to the water being off, bypassing your softener and removing the filters on your faucets may release the blockage and return the water to normal.

If you don't know how to bypass your water softener, refer to the manufacturer's instructions or reference a manufacturer approved video online on how to do so. This is usually a one-step that involves turning a valve or pushing in a valve. ***If you don't feel comfortable doing this, call our customer service center at 800-422-2782 and we can set up a service call.***

TIP 3 - Check for obstructions in your faucet filters.



The filters on your faucets are designed to catch objects that may be in your lines. Unscrew these filters and check them for any materials that could be obstructing the water flow.

TIP 4 – Adjust your pressure regulator. If you have a pressure regulator or pressure reducing valve, it may be adjusted wrong. Refer to your manufacturers guide to adjust the pressure.

AFTER FOLLOWING THE ABOVE STEPS, IF YOU STILL HAVE NO IDEA WHAT HAS CAUSED THE ISSUE, PLEASE CONTACT US AT 800-422-2782 TO SEE IF WE CAN HELP.



AIR IN PIPES AND/OR BANGING IN PIPES?

Air trapped in household plumbing is a relatively common occurrence, especially in older homes. Trapped air is one of the causes of noisy plumbing, ranging from a vibrating sound to repetitive jack-hammer like noises.

TIP 1 – Close your faucet slowly. Noisy plumbing can be caused by a phenomenon known as a water hammer. If you close a faucet quickly and hear a loud bang followed by banging noises, a water hammer most likely occurred. The weight of water rushing through pipes generates high velocity and momentum. In addition, water is incompressible, so when a faucet or appliance valve closes suddenly, water momentum causes the water to crash against the valve. This happens when you shut a valve off or shut off a faucet. The banging will eventually diminish.

TIP 2 – Run water for 3 – 5 minutes to release trapped air. If the banging in your pipe happens when you turn on a faucet then it may be related to trapped air. If water sputters out, this may also be due to trapped air. Running water continuously may help work out the trapped air. If this does not resolve the issues, you should consider contacting a licensed plumber.

FROZEN LINES AND/OR WATER METER?

Cold weather and drafty rooms can result in frozen water lines as well as frozen meters.

TIP 1 – Prevent water lines from freezing.

To learn how to prevent frozen water lines and thaw them, should they become frozen, please visit <http://www.amwater.com/ilaw/learning-center/wise-water-use.html> for helpful tips.

TIP 2 – Prevent meter from freezing.

When temperatures drop below zero, it is important to run a pencil stream of water to not only prevent frozen pipes in your home but to prevent your meter from freezing. If a meter needs to be replaced, please call our customer service center at 800-422-2782. Please note, customer could be responsible for meter replacement cost.

HIGHER THAN NORMAL WATER BILL

If your water bill has increased significantly, you may have a leak.

TIP 1 – Determine if you have a leak.

The first step in determining a leak is to simply inspect your lines from the point they enter your home. Follow the lines and listen for the sound of running water. Also inspect the areas for signs of leaks, standing or flowing water.

If you don't see a leak, check your meter to see if it indicates water is running and if there is a leak.

Learn how to read your meter and how to determine if your meter has detected a leak.

<http://www.amwater.com/files/WaterMeterFactSheetIL.pdf>

TIP 2 – Troubleshoot in-home leaks.

If your meter indicates water is running and you do not have a faucet open, the washing machine on, etc., you have a leak somewhere less noticeable. You should check your toilet, water heater, outside spigot and other areas for a leak. Look for water running in the toilet bowl or in the back of the toilet. Listen for a hissing sound.

Sometimes the toilet can be adjusted incorrectly, allowing water to fill slowly and spill over the overflow drain located in the middle of the toilet. Try shutting off the valve to the toilet you think may be leaking and inspect the meter again. If there is no more water running through the meter then you've found your leak. Contact a licensed plumber to make repairs.

If you still have running water at the meter, inspect other possible locations like your water heater and outside spigots. If water continues to run through your meter, the issue is internal and a licensed plumber can help resolve the issue.

Please note, much of the equipment we use to provide water and wastewater service is located beneath the ground, and it can be difficult for customers to determine what equipment is their responsibility and what equipment is Illinois American Water's. View information here <http://www.amwater.com/ilaw/customer-service/your-rights-and-responsibilities.html>

**** Illinois American Water is not responsible for in-home plumbing. If you are a renter, you may need to contact your landlord.***