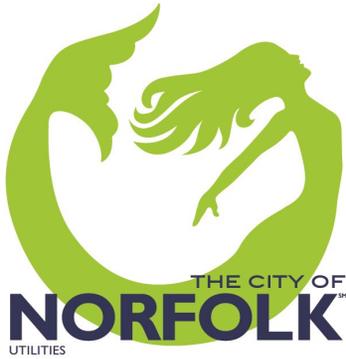


A Lesson in Leak Detection from...



Leak detection tablets are a great tool for determining if your toilet has a leak.

1. Remove your toilet tank cover.
2. Drop the leak detection tablet into the tank.
(If you do not have a leak detection tablet, food coloring can also be used.)
3. Wait several minutes.
4. If color appears in your toilet bowl, you have a leak.

If you have a leaking toilet, you should fix it yourself or contact a plumber immediately to avoid water loss. Repairing leaks in household fixtures is an important part of responsible water use. There are many YouTube videos that show how to make simple repairs.

For additional information regarding leaks, contact the Department of Utilities at (757) 664-6701. Customer Service Representatives are glad to assist you with locating and reading your water meter, detecting leaks and answering billing questions.

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**Waiting too long for
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your home?**

Call Us First!

The Norfolk Department of Utilities is here to assist you when you are experiencing a wastewater backup. Calling us before you call a plumber can potentially save you money on unnecessary plumbing repairs.

If all the drains in your house are draining slowly, or not at all, you may be experiencing a wastewater backup. The Department of Utilities will send a wastewater crew to your house to investigate your backup. The crew will clear any stoppage from the clean-out at your property line to the City's main line at no cost to you.

If your backup continues after the crew has cleared your main line, the blockage is in your private plumbing and you will need to contact a plumber.

It is always better to CALL US FIRST. We can help you determine if a plumber is necessary.



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Emergency Number**

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