

Customer Information

July, August and September 2025



Office Hours: 8:00 a.m. to 5:00 p.m.
Monday through Friday

Customer Service: 203-949-2660

Emergency After Hours: 203-265-5055

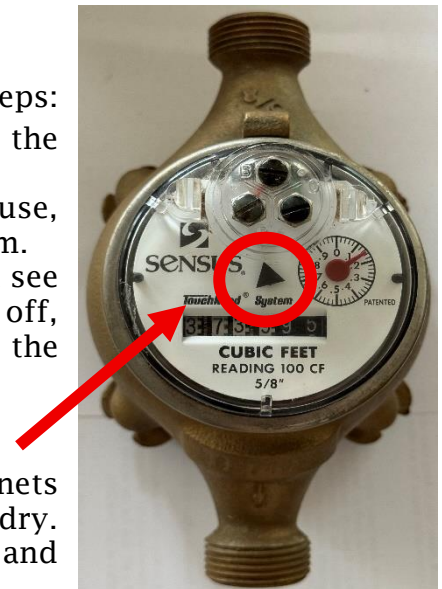
377 South Cherry Street
Wallingford, CT 06492

Leak Detection

FINDING LEAKS

To find out if your interior plumbing system has any leaks follow these steps:

1. Turn off all faucets and water-using appliances, such as the dishwasher and clothes washer.
2. Locate your water meter. If your water meter is inside your house, you'll usually find it in your basement, crawl space, or utility room.
3. Lift the cover off the meter dial, if needed. On most meters, you'll see a "tell-tale" indicator. If it's moving when all the water is turned off, you probably have a leak. If you have a digital meter record the numbers and return later to see if the numbers have changed.



INVESTIGATE APPLIANCES AND FIXTURES

If the water meter test indicates a leak inside your home, check the cabinets under the kitchen, laundry, and bathroom sinks to make sure they are dry. You will also want to look for puddles around the bases of tubs, toilets, and showers and beneath the water heater, dishwasher, and clothes washer.

DYE TEST THE TOILET

Carefully remove the toilet tank lid and drop a little food coloring, or **non-toxic dye tablets** available from the **Wallingford Water Division**, in the tank. DO NOT FLUSH. If a toilet tank is leaking, color will appear in the toilet bowl within approximately 10-20 minutes.

The **average amount of water used in a toilet** varies depending on the type of toilet:

- Standard toilets use 1.6 gallons per flush.
- Older toilets can use as much as 3.5 to 7 gallons per flush.
- Low-flow models can use as little as 1.28 gallons per flush, or even less.
- A leaky toilet can waste up to 200 gallons of water every day.





Beckham's Corner

Emergency Preparedness for Pets

Make a Plan

If you have a plan in place for you and your pets, you will likely encounter less difficulty, stress and worry when you need to make a decision during an emergency. If local officials ask you to evacuate, that means your pet should evacuate too. If you leave your pets behind, they may end up lost, injured or worse.

Things to include in your evacuation plan for your pet:

- Many public shelters and hotels do not allow pets inside. Know a safe place where you can take your pets before disasters and emergencies happen.
- Develop a buddy system. Plan with neighbors, friends or relatives to make sure that someone is available to care for or evacuate your pets if you are unable to do so.
- Have your pet microchipped. Make sure to keep your address and phone number up-to-date and include contact information for an emergency contact outside of your immediate area.

Build a Kit for Your Pet

Just as you do with your family's emergency supply kit, think first about the basics for survival, such as food and water. Have two kits, one larger kit if you are sheltering in place and one lightweight version for if you need to evacuate. Review your kits regularly to ensure that their contents, especially foods and medicines, are fresh.



Frequently Asked Questions

How do I change my mailing address?

- Fill out a Change of Address form (form can be found at www.wallingfordct.gov).
 - a. Email to wscustomer@wallingfordct.gov
 - b. Fax to 203-949-2678
 - c. Send in the mail or bring to the business office at 377 South Cherry Street.

What if I did not receive a bill?

- State Statute §12-130 states that failure to receive a bill does not invalidate the bill or interest. **It is the responsibility of the property owner to ensure the correct information is on file.** If you believe you should have received a bill and did not receive one, please telephone the Water and Sewer Divisions' Business Office at 203-949-2660.

Why do I have interest on my bill?

- Per State Statute, interest accrues on the 1st of the month at a rate of 1.50% per month dating back to the date on the bill.

What happens if I experience a sewage back-up?

- If you are experiencing a back-up please contact the Sewer Division prior to contacting a contractor. The Sewer Division will determine if the back-up is related to the sewer main or the house or building lateral. The property owner is responsible for blockages in the lateral.
- Call 203-949-2677 during normal business hours and 203-265-5055 after hours.

Payment Locations:

Tax Office Room 209
Wallingford Town Hall
45 South Main Street
9:00 a.m. – 4:15 p.m.

Drop Box
Wallingford Town Hall
Adjacent to Prince Street entrance

Water and Sewer Divisions
377 South Cherry Street
8:00 a.m. – 5:00 p.m.