

CUSTOMER PROCEDURE FOR FINDING A WATER LEAK

The following information is provided to customers that question us as to why their water bill is higher than normal. Oftentimes we can review the water usage history on the account and pinpoint when the high usage occurred. However, the usage history may also point to a leak in the customer's system. In order to avoid service call fees, we recommend the customer take the following steps to determine the source of their leak:

1. Locate your water meter

- A. The water meter will be located inside an oval, cast iron box approximately 12" long. It will most likely be located near the edge of your property line that is closest to the road. The top of the box should be at ground level.
- B. The meter box will have a lid that can be pulled off. There will be a plastic transmitter on top of the lid. Use extreme care when taking off the lid because there are wires underneath the lid that connect the transmitter to the meter.

2. Check to see if water is going through the meter

- A. On the meter register you will find a red triangular dial (you may have to wipe off the surface with a paper towel or rag to see the dial). This is the leak detector. If the dial is turning, then water is going through the meter.
- B. At this point, you should check inside your home to verify no faucets, toilets, or appliances are running. You should also check the hose spigots on the outside of your house.
- C. Once you have done this, check again to see if the leak detector is turning. If so, then turn off the shut-off valve located directly behind the meter box (usually in a green plastic box with a 6" round lid).
- D. Check the leak detector to see if it stopped turning. If it is still turning, then turn on one of your outside spigots to make sure the water is not passing through the shut-off valve. Sometimes the shut-off valves do not close all the way. If the leak detector stopped turning, then you have identified a leak. Usually this is the result of a leaking toilet; or, there may be a leak in your underground service line.

3. Try to determine if the leak is inside or outside your house

- A. Sometimes there is an additional shutoff valve located directly outside the house. If so, then turn it off and check to see if the leak detector stopped turning. If it stopped turning, then the leak is coming from inside the home. Again, this is usually the result of a leaking toilet.

- B. If the leak detector is still turning, then the leak is either in the underground service line between the meter and the house, or the shutoff valve outside the house is not completely closed.

4. Check for a leaking toilet

- A. Since this is the most common form of a leak, we suggest taking the following steps to determine whether or not a toilet is leaking.
- B. First, remove the lid from the toilet tank and see if water is running. Sometimes the flapper stays up and causes the water from the fill line to run continuously.
- C. Water may also be leaking by the flapper, and this may cause the water in the tank to drain down slowly. When the water level in the tank drops below a certain point, water from the fill line will start filling up the tank again.
- D. If the toilets are leaking as described above, then repairs should be made. Toilet repair kits are available at most hardware stores.

This procedure should help you, the customer, determine the source of your leak. At this point you can attempt to fix the problem yourself, have a friend or neighbor help you, or contact a plumber for assistance. Our customer service representatives may be able to point you in the right direction; however, our policy does not allow us to fix or work on any part of the water system past our meter. We hope you find this information useful in solving your high water usage problem.

The pictures shown on the next page will help you identify the water system components described above.



Water Meter Box and Turf Box



Water Meter Register and Leak Detector



Shut-off Valve inside Turf Box