

HOW TO DETECT OUTDOOR WATER LEAKS

STEP 1: HOW TO CHECK YOUR WATER METER FOR A LEAK

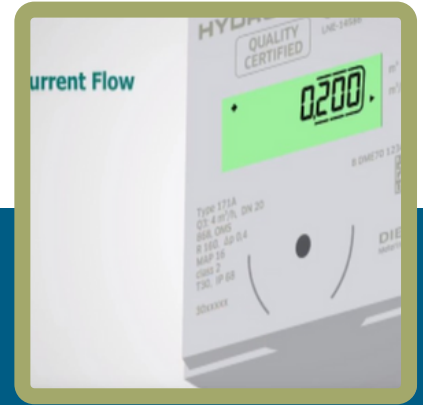
When checking for a leak, make sure that water is off throughout your property. Open your meter box lid, usually located in your front yard on or near the sidewalk. Use your finger to change the digital screen to the current "flow rate" screen. If the "flow rate" screen shows water flow (ex. 0.12 GPM), you have a leak. If flow rate screen shows 0.00 GPM, you do not have a leak.



Place finger over the dot/censor to change digital screens.



Find the "meter read" and "flow rate" screens. The "meter read" is above.



The "flow rate" (above) will change depending on how much water is used or leaking.

STEP 2: CHECK FOR MAINLINE LEAKS

Aging main line laterals between the water meter and main house valve can leak due to a variety of reasons. **To determine if you have a main line leak, follow these simple steps:**

1. Shut-off your main house valve (some valves do not close all the way).
2. Check your water meter for movement on the flow rate screen of your meter.
3. If meter shows movement (ex. 0.05 GPM), you have a mainline leak.
4. If meter shows zero movement (0.00 GPM), you do not have a mainline leak.

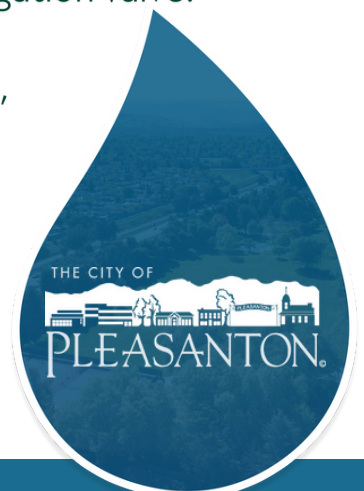
STEP 3: CHECK FOR IRRIGATION LEAKS

1. If movement is detected on flow rate screen, shut off the main irrigation valve. If the movement stops, the leak is within the irrigation system.
2. It is recommended to inspect and look for sprinkler nozzles/heads, tilted sprinklers, overspray and pressure differences indicating underground breaks.

STEP 4: INSPECT FOR HOSE BIB & OUTDOOR FIXTURE LEAKS

Walk around your property and inspect hose bibs and outside fixtures.

If more help is needed, contact a leak detection service or certified plumber for assistance.





HOW TO DETECT INDOOR WATER LEAKS

STEP 1: CHECK YOUR WATER METER FOR ACTIVE LEAKS

When looking for indoor leaks, first check your water meter for movement on the flow rate screen.

STEP 2: USE YOUR WATER METER TO ISOLATE INDOOR LEAKS

If the water meter detects water movement, you want to isolate the indoor leaks by turning off your main house valve (usually located on the front hose bib).

Once you shut off the house valve, check the meter to see if there is movement on the flow rate screen. If the movement stops (0.00GPM), the leak is beyond the house valve. If the meter shows movement, it could be an irrigation or mainline leak.

STEP 3: CHECK FOR TOILET LEAKS

Toilets are the most common leak in a single-family home. Perform the toilet dye test. Toilet dye strips and instructions are available for free at our Customer Service Center (3333 Busch Rd.)

STEP 4: CHECK ALL EXPOSED FIXTURES

1. Inspect kitchen/bathroom faucets for leaks.
2. Check showerheads, shower/bath knobs and bath spigots.
3. Check washer machine connection.

STEP 5. CHECK WATER HEATER AND WATER SOFTENER

1. Take a look to see if hot water heater has water pooling at the base or water leaking from supply pipes.
2. Check water softener (if you have one) for continuous flow or a leak.

Step 6: Contact a Leak Detection Service or Certified Plumber

If the leak cannot be found, contact a certified leak detection company or plumber.