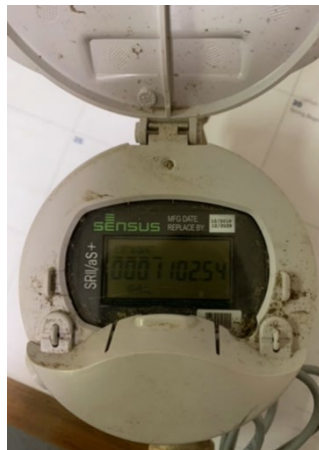


## Leak Detection Troubleshooting

1. First check for obvious signs of a leak.
  - a. Look for dripping or running faucets, running toilets, leaking or broken hoses, dripping or running outside spigots and check under sinks for leaks or drips.
  - b. Check outside for wet spots or water pooling in the yard.
  - c. Check crawlspace or areas that contain plumbing.
2. Verify usage by comparing your billing statement. Review usage bar graph and meter reading numbers in upper righthand corner of the bills (Billing consumption is for previous month. If the bill is dated 6/30/21 the actual period of consumption will have been from the first week of May to the first week of June.)
3. If the leak is not obvious check the water meter.
  - a. Turn off all faucets, toilets and other water appliances.
  - b. Check water meter for water consumption. The meters below are the most common in use by the City.
    - 1) Odometer style meter – Look for a black or red triangle, a white circle or dial to be spinning. Any sign of movement would be an indication of a leak.



- 2) Digital Sensus meter – The meter has different display screens accessed by opening and closing the meter lid (the lid will click when it is closed all the way). Open and close the lid until the screen displays all 000000s. The digits will start increasing if water is flowing through the meter and will remain all 000000s if there is no leak.



- 3) Kamstrup meter – The screen may display the following information codes.
- a) LEAK - During the latest 24 hours the water in the meter has not been stagnant for minimum one continuous hour. This could indicate an untight faucet or a running toilet.
  - b) BURST - The water flow has exceeded a preprogrammed limit for minimum 30 minutes which indicates a pipe burst.
  - c) DRY - The meter is not water-filled.
  - d) REVERSE - The water flows in the wrong direction through the meter.
  - e) TAMPER - Attempted fraud or tampering. The meter is no longer valid for billing purposes.



- **Service line leaks** – Shut off the master supply valve and see if the meter is registering flow. If so, the leak is in the service line between the meter and master shutoff valve.
- **Faucet leaks** – Dripping faucets are commonly caused by a worn washer or O-ring. Hardware stores typically have the parts and information on how to repair the faucet.
- **Toilet leaks** – Sometimes you can hear water running constantly in the toilet other times it may be cycling on and off.
  - Put a few drops of food coloring or a dye tablet in the toilet tank. Wait 15 minutes (without flushing). If colored water appears in the bowl, there is a leak. The flush valve probably needs to be cleaned or replaced. Also check to see that the chain lifting the flush valve is not hung up on something.
  - If the water is running over the top of the overflow tube you may need to adjust the float ball or replace the fill valve assembly. Hardware stores sell replacement assemblies with instructions.