

Leak Detection FAQ:

Why did I receive a letter regarding a possible leak from the District?

The District's recent installation of new cellular meters gives the District the ability to identify continuous water usage at a service address. There is water continuously flowing through the water meter, indicating a possible leak at your service address.

Alternatively, if you do not have a new cellular meter, there are several other ways to identify possible signs of continuous water flow. For example, the District may have noticed higher than normal usage during its monthly meter read, which could indicate a possible leak.

Do I need to contact Customer Service?

Our leak alerts are issued as a courtesy. You do not need to contact us if you receive one. If you suspect you have a leak but cannot repair it, please contact a plumber. Repairs of leaks on the property are the customer's responsibility. Routine water-fixture maintenance and repairs can add up to big savings on water bills and help us protect our precious water supplies.

How do I detect if I have a water leak?

If you have a Cellular LCD Screen Meter:

1. Check the meter for the following icon. If this symbol appears on the LCD Screen Meter, then you have a suspected leak. This symbol will appear if the meter detects continuous flow for 24 hours without one 15-minute interval of no usage.



OR

If you have a Classic Meter:

1. Turn off all of the water in your home from both indoor and outdoor faucets for 15 minutes
2. Make sure you do not have water on in the yard or anywhere else.
3. Go to the meter and look to see if the blue indicator is spinning
4. If the blue indicator is spinning there is a possible leak on the customer side.

What do I do if I have a leak?

If repairs are necessary, you can complete the repairs yourself or contact a licensed plumber. Please note, the District is not authorized to recommend plumbers.

Please be aware, when making repairs that if your service line must be disconnected from the District's meter assembly, there is only one proper method for reconnection. To avoid costly improper connection fees, please review, or have your plumber review the "[Meter Connection Diagrams](#)" available on our website before reconnecting the service line.

Who is responsible for paying for leak repairs?

Please be advised that it is the responsibility of the homeowner and/or occupant to maintain and repair all plumbing equipment past the water meter.

Do I have to repair the leak?

In accordance with the District Rules and Regulations and the Stage 1 Water Supply Shortage provision of the District's Water Use Efficiency Ordinance, leaks must be repaired within five days after written notification by the District unless other arrangements are made with the District. In order to protect itself against serious and negligent waste or misuse of water, the District may disconnect service if such wasteful practices are not remedied within five days.

Why is checking for leaks so important?

Even small leaks can waste significant amounts of water. A faucet dripping one drop per second will waste 2,700 gallons per year. A leaky toilet can waste as much as 500 gallons per day. It is estimated that about 20% of toilets leak.