



## Dear Water Customer,

We are contacted from time to time by customers who experience higher than expected water usage in their home and think they may have a leak. Unfortunately, if there is a leak impacting the water usage recorded by the meter, it is necessarily on the customer-owned side of the system and will be the customer's responsibility to find and repair.

Calling a plumber to help identify and repair a leak is always an available option. However, if you want to first attempt to confirm the leak, the following procedures may help to confirm or deny the presence of a leak.

1. First, see if there is an obvious source of higher water usage. Do you have a toilet that continues to run, or that runs periodically? Such additional usage can be quite substantial, especially if it is left running when no one is home. This problem could be as easy as a bad flapper valve, which is cheap and easy to replace. Is there a faucet that drips regularly in your home? Again, usage associated with a dripping faucet can be quite substantial, if it continues for a long period of time. If these problems are noticed and repaired, water usage should decrease. If there is no obvious source of a leak, proceed to step 2.
2. Identify the location of your water meter and verify that the meter is running (the number on the meter is changing). Turn off all valves on appliances, faucets, etc. where water could possibly be used in your house. This includes your hot water heater, outside hose spickets, ice makers, sinks, toilets etc. Once all potential water users in the house have been turned off, wait a few minutes then check the meter again. If you confirm that you have shut off all sources of water use in your home and the meter is still running, you most likely have a leak.
3. Now you've determined that you have a leak, the next step is to determine if the leak is inside or outside of your house. Locate your home's main shut off valve and shut off the water at the valve. (Typically, you will find the shut off valve in the basement or garage directly behind an outdoor faucet, or outside below an outdoor faucet.) Then check again for movement on the meter, making sure not to use any water during this period. If the meter stops moving or there is no change in the meter readings, then you have a leak inside of the house. If the leak indicator continues to move or there is a change in the meter readings, then the leak is outside between the meter and the house.
4. If you confirm a leak in your home, or are unable to locate the leak, contact a professional plumber to help identify and repair the leak.

