



Leaking Water Guidance

Customers that suspect a water leak may be causing a high usage and/or their water bill is higher than normal, may follow this guide to determine if there is a leak somewhere in their home:

- Locate water meter in basement.
- Locate “leak indicator” on meter faceplate.
- Ensure that water is not being used in the home, close valve on water service line.
- Observe no movement on leak indicator.
- Open water valve on service line. Check for movement on leak indicator.
- Check that ALL water faucets are turned off, toilets are not running, water softener is not running, etc.
- If the indicator moves, water is leaking somewhere in the home.
- Slow leaks in a toilet can be checked by putting coloring in the toilet’s bowl and tank. After not using the toilet for one hour, if the water turns clear in either part, the toilet may have a slow leak.
- Check all faucets and under fixtures for wet areas or water drips/leaks.
- Call a plumber for help determining where leaks may be happening in your home.
- The city is not qualified/licensed for work beyond the meter in the customer’s home.



Leak Indicator

