



To Check For a Leak

Higher or unexpected usage may point to a leak on the customer's private side. In order to avoid service call fees, we recommend the customer take the following steps to determine the source of their leak:

1. Locate your water meter.

In the rural areas, your meter pit will be along the frontage of the property. Take off the lid, which weighs approximately 2 lbs., and lift out the Styrofoam pillow to view your meter. Be sure to reinstall the pillow & lid!

In the Franchise Towns of St. Charles or Hartford; if you have a curb stop instead of a meter pit, then your meter will be inside your home.

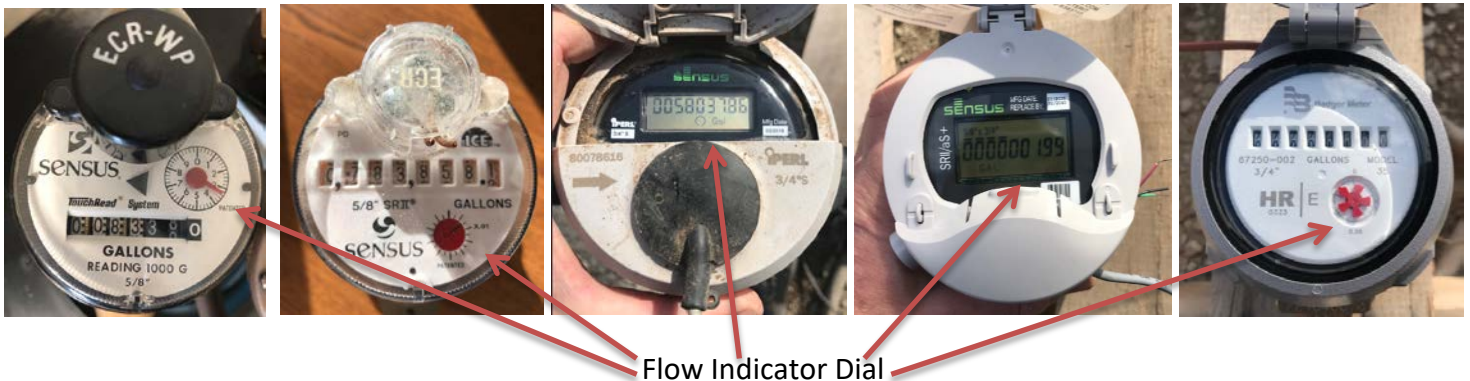
2. Check to see if water is going through the meter

The Meter Will Not Over Read. Only when water is flowing through the meter, is usage registered.

On the meter register, you will find a red dial or a digital circle which will indicate flow.

You may have to wipe off the surface with a paper towel or rag to see the dial and/or open a lid to the meter register.

If the red dial is turning or there is a plus sign within a digital circle, then water is flowing through the meter into your property.



3. To better locate a leak

- Shut off the main valve in your home – That way you know there isn't any water entering or being used in your home.
- Monitor your meter

If the leak indicator **IS** moving when your home is shut off at the main valve, then you have isolated the leak to somewhere in your private service line(s) or something which is attached to your private service lines.

If the leak indicator **IS NOT** moving when your home is shut off, then the problem is inside the home / after the main shut off valve. (I.e. water softener, water heater, toilet etc.)

Spot Check for a Leak Checklist

- Toilets: Listen for running water and conduct the food coloring test.
FOOD COLORING TEST: Put a few drops of food coloring into the tank of the toilet(s) and let it sit for a ½ hour. If color shows up in the bowl, you have a leak. Be sure to flush to avoid staining once the test is completed.
- Sinks: Listen for drips and Check under the sink for pooling water under pipe connections.
- Appliances: Check dishwashers and refrigerators with an ice maker, which could indicate a supply line leak.
- Water Heater: Check beneath the tank for pooling water, rust, or other signs of leakage.
- Water Softener: Listen for continuous flow or purging at an un-programmed time of day.
- Spigot: Make sure it is turned off when not intended to be in use. When on, ensure tight connections with the hose and check if the hose washer needs replacing. Inspect the spigot washer to see if that is leaking.
- In-ground irrigation system: Check for broken sprinklers or nozzles spraying in the wrong direction, excess water in the yard, water bubbling up when the system is running etc.
- Livestock Waterers: Check for flow when no animal is drinking which could indicate an issue such as a stuck float or broken valve.

This is not a complete list of items to check. It is general information to help aid as you investigate your property and/or home for a suspected leak.

If you would like a service technician to inspect the meter for usage/flow, there will be a \$50.00 service call fee.

