

East Fork SUD has upgraded its meter-reading software. It now has the capability of determining possible leaks OR water left on for a continual period of more than 24 hours. If you have been notified by mail or by phone call, please check all your hoses, faucets and toilets to determine if any are running, even at a very slow rate.

Every residence should have a cut-off valve between the meter and the house. If you must shut your water off, please do so at this cut-off valve, not at the meter box itself. If you do not have this valve, it would be to your advantage to have one installed.

Unfortunately, our maintenance operators are not able to assist you in finding a possible leak on your property due to time constraints. You may contact a plumber for this service or try to find the source of the continual water flow yourself. Please correct the problem as soon as possible.

HOW TO CHECK FOR A WATER LEAK

Do not turn off valve in your meter box!

Turn off all water inside and outside of the house, including washer, icemakers, dishwasher, all faucets and automatic irrigation system.

- First, locate your meter box. It is generally in the front of your home in a direct line with the main outside faucet. Remove top lid with a meter "key" (available at home improvement centers).
- Observe to see if the red sweep hand is moving. If it is, you have a leak and water is going through the meter. If it is NOT moving, note the position of the hands, wait 15 minutes and check again. If it has moved, you have a slow leak.
- To isolate the leak, turn the water off at your cut-off valve near the house. If the red sweep hand is still moving, the leak is between the meter and your cut-off valve (service line). If the red sweep hand stops, the leak is located in the house.
- To check for a leak in the house, you need to isolate different fixtures in the home. Turn off toilets, hot water heater, basins, washer, and dishwasher. Recheck the meter to see if it is still running. If it is, it is possible the leak is under the house.
- **Check toilets** for leaks by placing several drops of red, green or blue food coloring (or colored Kool-Aid) in the back tank. If you have cleaning tablets there, remove it and flush to clear.

- Do not flush the toilet after placing food coloring in for an hour or more. If the color shows up in the toilet bowl, the flapper seals need to be replaced.
- **Check your irrigation system** if you have one. If you have leaks in your system, they may not be noticeable unless your system is running. Turn your controller on manually and walk your property, looking for broken sprinkler heads, missing emitters (which will produce small stream of water) or break in irrigation, piping or tubing.

If you suspect a leak, the recommended thing to do is to contact a plumber. If you feel this is not necessary and can do the work yourself, please make the repair as soon as possible.