



# How to Detect Indoor Water Leaks



## Step 1: Check your Water Meter for Active Leaks

## Step 2: Use your Water Meter to Isolate Indoor Leaks

When looking for indoor leaks, first check your water meter for movement on the flow rate screen. If the water meter detects water movement, you want to isolate the indoor leaks by turning off your main house valve (usually located on the front hose bib). Once you shut off the house valve, check the meter to see if there is movement on the flow rate screen. If the movement stops (0.00GPM), the leak is beyond the house valve. If the meter shows movement, it could be an irrigation or mainline leak.



## Step 3: Check for Toilet Leaks

**Toilets are the most common leak in a single family home**

1. Perform the toilet dye test. *Toilet dye strips & instructions are available at no charge at our Customer Service Center located at 3333 Busch Rd.*



## Step 4: Check ALL Exposed Fixtures

1. Inspect kitchen/bathroom faucets for leaks
2. Check showerheads, shower/bath knobs and bath spigots
3. Check washer machine connection



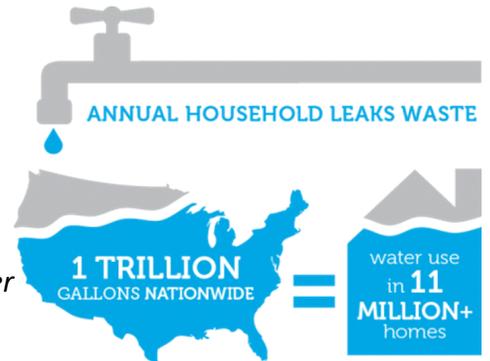
## Step 5. Check Water Heater & Water Softener

1. Take a look to see if hot water heater has water pooling at the base or water leaking from supply pipes.
2. Check water softener (not every property has a water softener) for continuous flow or a leak.



## Step 6: Contact a Leak Detection Service or Certified Plumber.

**If the hidden leak cannot be found (underground leak, foundation leak, wall leak), contact a certified leak detection company or plumber.**



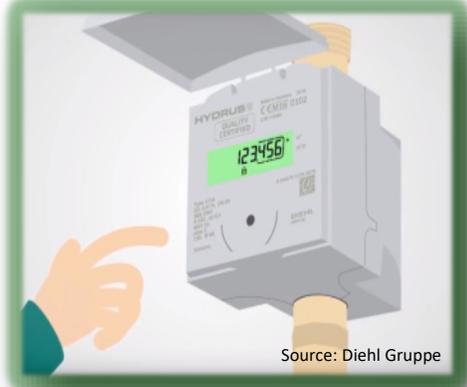


# How to Detect Outdoor Water Leaks

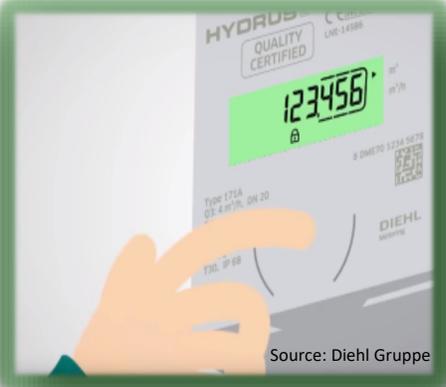


## Step 1: How to Check Your Water Meter for a Leak

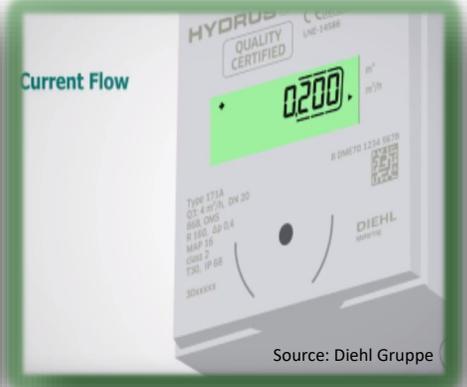
When inspecting for a leak, make sure that water is off throughout your property. Open your meter box lid, usually located in your front yard on or near the sidewalk. Use your finger to change the digital screen to the current “flow rate” screen. If the “flow rate” screen shows water flow (ex. 0.12 GPM) then you have a leak. If flow rate screen shows 0.00 GPM, you do not have a leak. Below are examples.



Source: Diehl Gruppe



Source: Diehl Gruppe



Source: Diehl Gruppe

**HOW TO READ YOUR METER.** Place finger over the dot/censor to change digital screens.

There are several different digital screens. The most important is the “meter read” and “flow rate” screens. The “meter read” is pictured above.

The “flow rate” screen is pictured above. The flow rate will change continuously depending on how much water is used or leaking.

## Step 2: Check for Mainline Leaks



Aging main line laterals between the water meter and main house valve can leak due to a variety of reasons. To determine if you have a main line leak, follow these simple steps:

1. Shut-off your main house valve (some valves do not close all the way).
2. Check your water meter for movement on the flow rate screen of your meter.
3. If meter shows movement (ex. 0.05 GPM) you have a mainline leak.
4. If meter shows zero movement (0.00 GPM), you do not have a mainline leak.



## Step 3: Check for Irrigation Leaks

1. If movement is detected on flow rate screen, shut off the main irrigation valve. If the movement stops, the leak is within the irrigation system.
2. It is also recommended to inspect and look for sprinkler nozzles/heads, tilted sprinklers, overspray & pressure differences indicating underground breaks.



## Step 4: Inspect for Hose Bib & Outdoor Fixture Leaks

1. Walk around your property and inspect hose bibs & outside fixtures.



**Step 5: Contact a Leak Detection Service or Certified Plumber** (if more help is needed)