

Suggestions on Finding Potential Water Leaks

If you suspect you may have a leak on the customer side of the water meter then you may want to perform the following activities to help pinpoint the area of the leak. If you receive notification from the Utility that you may have a leak, your bill is increasing due to water usage. If you suspect you may have a leak then you can perform the following activities to help determine if you have a leak and where it may be.

To determine if water is going through the meter due to a leak on the customer side:

1. Turn off all water consuming appliances and faucets such as ice makers and wash machines
2. Go to the water meter at your location and view the leak indicator on the meter dial as shown in the picture to the right. This could be a triangle indicator as well as the one shown.
3. If this indicator is rotating then water is going through the meter and possibly points to a leak.
4. Next suggestion would be to put dye packets, which can be obtained at the Utility office, or food coloring in the tank portion of the toilets. Before flushing, if the dye or coloring seeps into the bowl then this could be the reason for the increased water usage. If this occurs you may want to contact a plumber to review or attempt to correct yourself.
5. If there are no dripping faucets and step four proves that the toilets are not seeping water, then you may want to review the customer side piping for visual signs of water leakage. (Example: soft spots in the yard near the service line or meter, leaking outside water faucets, leaks under the house, etc.)
6. You may have a water cut-off valve inside your house. If so, close the valve. If the meter is still moving, your leak is between the meter and the valve location.



*****Hixson Utility District is not responsible for finding customer plumbing leaks, notification of leaks or the repair of customer plumbing leaks. The District provides notification of potential leaks as a courtesy when we collect information that may possibly be signs of a customer plumbing leak.**