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## Suggested process for identifying potential leaks

If your water is not being used, it may indicate that you have a leak. This suspected leak could be in your service line, your house, or your irrigation (watering) system if you have one. It may be something as simple as a toilet that is running quietly undetected. If you follow these steps, you may discover the issue and avoid having to call a professional.

### Do I have a leak?

First, make sure you are not using any water.

Next, identify your water meter, usually on a property corner or property line.

Open the meter box and raise the lid on the meter. To be sure you have located the correct meter, you may match the meter number on your bill to the number on the meter

After raising the meter lid, an LED number display should appear. **You may need to shine a light on the photo eyes below the LED display to activate the meter.** Once the display activates, notice if the numbers are rising, indicating water is flowing. If you are not seeing the meter numbers change, please contact us.

### Finding the Leak:

#### Is it in my watering system, the lines bringing water to my home, or in my house?

If you have a lawn or garden watering system, isolate the system by using the two valves located on each end of your backflow preventer (usually a double check valve assembly).

Test whether the shut-off valves are working by opening one of the test ports between the two shut-offs. Once the initial pressure is relieved, no water should flow from the test port.

Return to the meter. If the meter reading has stopped increasing, the leak may be in your watering system. At this point, you may make the repair or contact a qualified repair professional.

If the meter is continuing to increase, or if you do not have a watering system, the leak may be in your home or the line bringing water to your house.

Next, turn off the main house water valve and verify your valve is working by going to the highest point of the plumbing system, usually an upstairs bathroom sink. Turn on the cold water until the water stops flowing. Shut the fixture off for about 30 seconds, then turn it on again. If substantial pressure has built up, or if the fixture flows a considerable amount of water, it may be an indication that the main house valve is not working properly and should be addressed. However, if there is no additional flow or pressure, return to the meter and check for the upward movement of the reading.

If the meter reading has stopped increasing, it may be an indicator that the possible leak is in your home. Check your toilet by using dye strips/tablets in the tanks or remove the tank lid for a thorough evaluation. The flapper valve (in the bottom of tank) should be securely seated and allowing no water to seep into the bowl. The water level in the tank should be  $\frac{1}{2}$ " to  $\frac{3}{4}$ " from the top of the overflow tube.

If the reading on the meter continues to increase, you may have a leak is in the service line between the water meter and the house, usually at connection points or splices. At this time, you may continue to investigate further or you may contact qualified leak detection or repair professional.