

**If your Utility bill has indicated to the left of your Water Usage an “ALERT” and the message box on the bottom of your bill that you have an “INTERMITTENT LEAK” OR “CONTINUOUS LEAK”. Please use the information below to help identify a leak.**

## **Troubleshooting possible water leaks in your plumbing system**

When checking for leaks ensure all plumbing fixtures are off such as sink, toilets, faucets, outside faucets, and humidifiers connected to furnaces during the winter months.

**Locate the water meter and check the leak info with the types of meters in the system**

**Locations of meters if not sure where they are at: basement, crawl spaces, utility rooms, under kitchen sinks, in the walls, out in a meter pit in the yards, etc. \*\* meters are not on the side of the house.**

- **Sensus meter:** has dials with a **Black Triangle** or a **Red Circle** that will indicate water movement through the meter. If triangle or red circle is turning slowly you have a leak
- **Neptune meter:** is digital and you will need a flashlight to activate the screen by pointing the light down towards the top of meter. The meter will indicate flow with an arrow. Blinking arrow indicates an **intermittent Leak** (on and off) leak and a solid arrow indicates a **contentious leak** (steady)

The meter will also tell you the rate of flow when water is moving through the meter

**Things to look for on your plumbing system to help you trouble shoot your leak issue.**

- 1) The Rock Falls Utility Office will provide free of charge leak detection strips to check your toilets for leaks. At the end of the night before you go to bed place a test strip in the tank behind the toilet seat and in the morning or through the night check the toilet bowl to see if there is colored water in the bowl. This will indicate there is a leak and parts must be replaced.
- 2) Check the water level in the toilette tank to make sure it is not going down the overflow pipe in the tank and bend down and listen for any hissing within the toilet tank
- 3) Check all plumbing fixtures inside and outside the home or business underneath sinks toilets, showers, bathtubs, etc.
- 4) Check the water softener (if you have one) to make sure it is not stuck in recharge mode. This can be done by listening to the softener, you will hear it running. Also you can check the drain line to see if any water is coming out of it.

- 5) If you have a humidifier that is part of your furnace (whole house humidifier) you can check it. The easiest way to do this is to check the overflow drain hose for water coming out of it.
- 6) Check all plumbing pipes after the meter to make sure there are no leaks

**If you are still unsure contact a Plumber for assistance before contacting the City.**