The first way of monitoring for a potential water leak is utilizing EWUA’s “EyeOnWater” link, developing a LOGIN, and monitoring your account ONLINE. There is a tutorial for this process on EWUA’s website. (www.eastsoundwater.org)

Your water meter will show you if you have a leak. One of the 4 rotating screens on your water meter’s display is a FLOW METER. It reads to the 1/100 of a gal per minute. If your not using water the FLOW METER should show ZERO

**The most common source of a water leak** is a running toilet. This occurs when the toilet tank flapper does not properly seat, allowing water from the tank to leak into the bowl. This simple issue can add up to unexpected large water bills. An easy way of diagnosing this issue is to put food coloring into the tank, and see if the color leaks into the bowl. To resolve the issue first try cleaning the flapper and the lip on the tank drain. If the flapper has seen better days, most can be easily and inexpensively replaced.

**The second most common source of a water leak** is frost proof yard hydrants. These devices have a finite life expectancy, and often fail at their underground connection to the water service. Often the leak starts slowly, increases over time, but does not actually reach the surface.

The next place to investigate when searching for a leak is at the main water shut-off into your house. Building codes have
required a water service shut-off for decades, but older homes may not have one. The shut-off should be located very close to where the water enters the home. Start by looking near the water heater, then move to checking for an in-ground vault along the building foundation, then check in the crawlspace. By shutting off this valve and checking the water meter you can determine if the water is most likely associated with your in-ground service line “upstream” OR “downstream” of the shut-off valve, likely in or under the house.

The two initial places to investigate an in-ground service line leak are at the connection between the water meter and the service line; and where the service line enters the building through the foundation. Investigate these areas for unusual wet spots. Whenever you are going to do any digging on your property, and especially when you are doing digging around utilities be sure to call 811 to request utility locates.

If you are planning on uncovering your service line at the water meter, EWUA would encourage you to contact us for a consultation. EWUA members are responsible for their service lines “downstream” of the water meter. We will be happy to discuss the appropriate safeguards to avoid making the situation worse, or risk contaminating your water supply.

EWUA also encourages members to document what they find while investigating their water leak. Pictures of your leak and of your repair are important. EWUA has a “catastrophic leak policy” that can provide some relief to members who experience high water bills due to leaks. However, this relief is contingent on being able to document an appropriate repair that significantly reduces the chance of a reoccurring problem.

Catastrophic Leak applications are posted on EWUA’s website.

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