

WATERFORD TOWNSHIP DEPARTMENT OF PUBLIC WORKS

WATER CUSTOMER COURTESY NOTICE - LEAK NOTIFICATION

This guide can help you identify and read information displayed on the E-Coder register. It can also help you recognize the common causes of leaks and what to do if a leak is found. Once the leak is repaired, this guide also contains steps to determine that the leak is no longer evident. Leaks are the silent water wasters inside and outside our homes that can waste hundreds of gallons of water each day.

Common Causes of Leaks

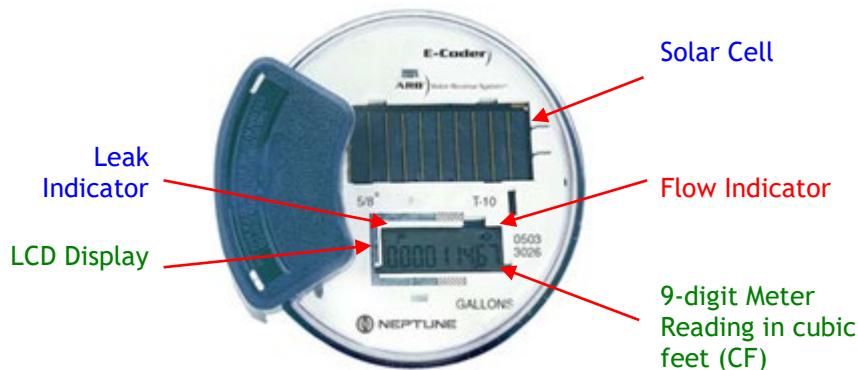
Leaks can result from various circumstances. To better help you identify a possible leak the following table contains some common causes of leak problems that can occur.

- Toilet running
- Toilet flapper valve not sealed properly
- Faucet in bathrooms or kitchen leaking
- Dishwasher leaking
- Ice-maker leaking
- Washing machine leaking
- Water supply hose to washing machine leaking
- Hot water heater leaking
- Water softener malfunction
- Water softener cycles too frequently
- Back up sump pump utilizing constant water pressure
- Continuous pet feeder
- Outside faucet, garden or sprinkler system leaking
- Soaker hose in use
- Watering yard for more than eight hours
- Water cooled air conditioner or heat pump leak

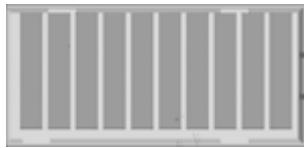
How to find a leak.

Finding a water leak is the process of elimination. Performing the following tests may help you find leaks at your property.

- 1) **Make sure no water is being used inside or out.** Shut off automatic pool filters, sink faucets, washers and dishwashers and all other appliances that use water.
- 2) **Locate your water meter.** All local water meters are located inside to prevent freezing; usually in a basement and/or near a hot water heater or washing machine. The first step is to check your water meter for movement.
- 3) **Look at the top of the meter.** Your E-coder meter is an electronic register with many features. The face of the meter allows you to read the various types of information available.



- 4) Activate the meter to get a meter reading by exposing the Solar Cell to bright light, sunlight or a bright flashlight, for about ten (10) seconds until the normal display appears as shown above. The display shows the current rate of water flow every 6 seconds.



The Solar Cell is located at the top of the meter and supplies the power for the LCD to be activated. It is activated by light.



The Flow/Leak Indicator shows the direction of water flow through the meter.

If this Indicator light is ON, water is in use.

If this Indicator light is OFF, water is not in use.

If this Indicator light is FLASHING water is running slowly



The Leak Indicator displays possible leaks.

If this indicator light is OFF no leak is detected.

If this indicator light is FLASHING an intermittent leak is detected.

If this indicator light is CONTINUOUSLY ON a continuous leak is detected.



The LCD Display shows the nine-digit meter reading in cubic feet (CF). 1 CF equals 7.48 gallons. The first eight digits are the meter reading which is communicated to us for billing.

This number is read from left to right.

- 5) **Check your toilets.** Shut off one toilet at a time at the wall. In between each shutoff, go to the water meter and check your Flow/Leak Indicator. If the Indicator light is ON, water is in use and that toilet is not the problem. Something else is causing a leak. If the Indicator light is OFF, water is not in use meaning that toilet is the culprit. Leaky toilets are most often the result of a worn toilet flapper. Replacing the rubber flapper is a quick fix that could save a home up to 200 gallons of water per day.
- 6) **Check your water softener.** Most softeners have a bypass lever. Turn the lever to allow water to bypass the softener. Check the Flow/Leak Indicator on the water meter again. If the Indicator light is OFF, you have isolated the leak to your softener.
- 7) **Check your sprinkler system.** Shut off the anti-siphon valve that serves your sprinkler system. Again, check the Flow/Leak Indicator at the water meter.
- 8) Check water-cooled air conditioners, ice machines, reverse osmosis units and swamp coolers by turning the bypass lever on each and checking the meter.

If you've found your leak, you may be able to fix it yourself. Repairs to toilets and faucets can be fairly simple, while other leaks may need a professional plumber. Don't get in over your head. If you're not sure that you can fix it, call a professional.

If a leak is found and repaired, complete the following steps:

Use no water for at least 15 minutes.

Check the leak icon. If the leak icon is off a leak is no longer indicated. You may wish to wait 24 hours and check the icon again. If all leaks have been correctly repaired, the leak icon changes from CONTINUOUSLY ON to FLASHING. After 24 hours the leak icon will change from FLASHING to the OFF position.

If you haven't found your leak, or want to verify your results, contact our office and ask for assistance at 248-618-7410.