

LOOKING FOR A LEAK?

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Are you Looking for a Leak?

We monitor Usage on water meters on a monthly basis – between the 15th-20th of each month. When we notice that a customer's usage is over 20,000 gallons and is abnormal, we call and send letters to those customers so they can determine if there was a special event or they can look for something leaking.

The first Question to ask is: "Did I use more water this month for a reason?" For example, customers will use more water than they realize for certain activities. Some examples include, filling a swimming pool, watering and feeding animals, pressure wash a house and fixtures, leave a hose on accidentally, watering a garden and flowers, and many others. If you have determined that you have not done any extra watering activities, you may want to look for a leak.

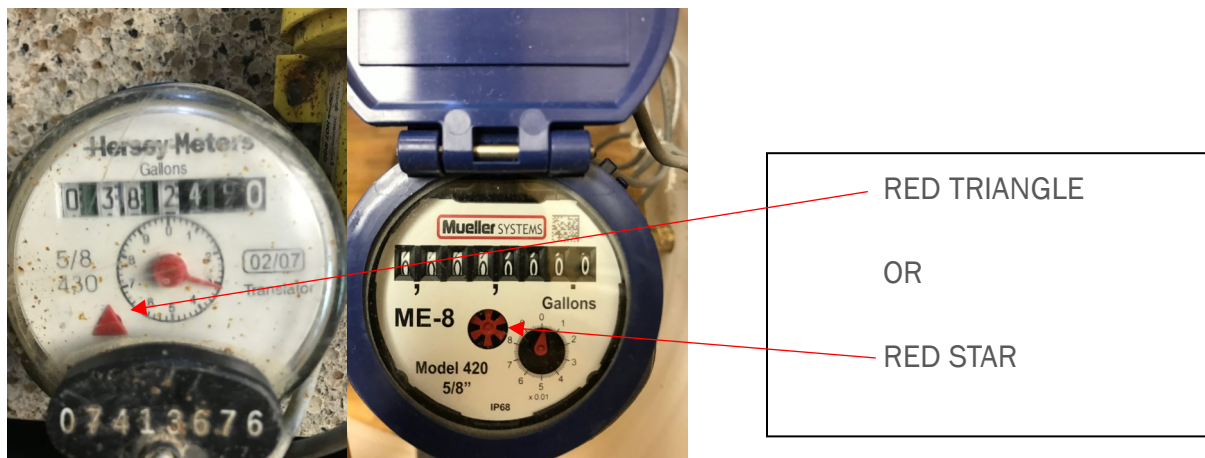
Here are some suggested steps to take when you begin looking for a leak. Every customer leak situation is different, and every customer's situation is different. We have put this together as a series of steps designed to give you a process to look and locate your leak, but is not a foolproof method for finding every leak!

STEPS TO LOCATE A LEAK

Step 1: Turn everything off in the house. Make sure no water is being used.

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Step 2: Go to the meter and see if the Meter is turning. Watch the small triangle – Picture #1 or the Small Star – Picture #2 depending which meter you have.



What did you Find?

If the Triangle or Star is moving ... then water is going through the meter, and you have a leak somewhere. [GO TO STEP 3](#)

If the Triangle or Star is NOT Moving ... then you may have an intermittent use of water or a leak inside the house or building... [GO TO STEP 6](#)

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Step 3: The first step is to isolate where the Leak may be occurring. You need to determine if the leak is between the Meter and the House, or in or under the House. [Go to Step 4.](#)

Step 4: Every Customer is required to have a Shut Off Valve where the customer's main water line enters into the house or building. Your first step is to Shut this valve off. After you have shut the valve off, return to the meter and repeat Step 2- by seeing if the red triangle or star is moving.

- A. If the red Triangle or Star is moving, then your water leak is between the meter and that shut off valve. [Go to Step 5.](#)
- B. If the Red Triangle is not moving, then your water leak is not between the meter and that shut off valve. [Go to Step 6](#)

Step 5: If you have determined that your water leak is between the meter and the shut off valve, then you can check the following:

- A. See if you can find any wet spots where your water line runs from the meter to the building. Leaks, especially small leaks between 10,000-50,000 gallons in a month can be hard to find, especially in areas where the soil is sandy or rocky, and even in dry or drought conditions. The ground can soak up a lot of water, especially when it is very dry.
- B. Check your Outside, Frost Free Yard Hydrants. Frost Free Yard Hydrants are notorious for vibrating or coming loose and leaking. Check the area around the hydrant to see if ground is wet. You can also put your ear to the top of the hydrant to see if you hear vibration or water moving through the yard hydrant while it is turned off. If you hear vibration, or water moving through it, you may have found a leak!

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- C. If you have cattle waterers, or any outside hoses, etc. Be sure to check that these are operating properly.
- D. Any Area on your water line between the meter and your building shut off valve where a connection was made to run a line to a barn or different building should be checked as well. Any location where a fitting or clamp may have failed is a possible location for a water leak.
- E. If you have not located the leak, proceed with Step 6.

STEP 6: You will want to check everything between your Shut-off Valve and inside the house.

- A. Check under the house and all plumbing fixtures and pipes to see if anything is leaking. Look for wet spots under sinks in cabinets, around toilets and tubs and showers.
- B. Listen for water running.
- C. Check Toilets: Toilets have a tendency to intermittently leak off and fill back up off and on through the course of the month. This happens when the “Flapper” or Toilet Tank Valve is failing. Over the course of the month, a toilet can use over 20,000 gallons. The Toilet can run off and on and you may never hear or notice it is filling the tank.
 - a. To check the Toilet – we have dye packs at our office we can give you, or you can use food coloring to do the same.
 - b. Place the dye pack strips or several drops of food coloring into the Toilet Tank.
 - c. Let the Toilet sit for 1-2 hours without using it.
 - d. If you find coloring in your toilet bowl after 1-2 hours, then your toilet flapper is leaking and needs to be replaced.
 - e. If you do not find coloring in your toilet bowl, then it is not leaking.
 - f. Be Sure to Check all toilets – even newer toilets can leak!

Note: Toilets are one of the biggest culprits of leaks between 10,000-50,000 gallons.

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- D. Check your showers and sinks. Are any of them dripping? If you have a shower, faucet or sink that is dripping even just a pin hole size, you will use an additional 10,800 gallons of water in a month's time.
- E. Check the Pop-Off Valve on your Hot Water Heater. Is it seeping or leaking? These will leak water when they have too much pressure or when they begin to fail, and may need to be replaced.
- F. Depending the Age of your Heart Water Heater, be sure to check for corrosion an leaking at the base of your hot water heater. The average life expectancy of Hot Water Heaters is 8-12 yrs.

Things to Remember:

If you find a leak and get it fixed, please check with us regarding a leak Adjustment. We allow 1 leak adjustment in a 12 month period. We only do leak adjustments for leaks over 10,000 gallons. When you call, please have your current meter reading for the adjustment.