

Water Leak Diagnosis Procedure

1. Open meter can and turn off the top stop/valve (See Image, Yellow)
2. Observe the register (See Image, Red). If the register stops counting after a second or two, there is a leak. If the meter continues to count after being shut off, it could indicate a meter failure, and you should contact our office.
3. While the meter is shut off, wait several minutes before turning it back on. Upon opening the valve, listen for any water passing through the valve (small hissing sound). If water can be heard passing through the valve, there is a customer side leak.

