

Residential Accounts

How to read your meter and check for a leak.

Locate your meter

The meter is generally located near the building. The lid often says water.

Remove the lid

Be careful because some meters have wires attached for radio transmitters.



Reading: (meters 1" or smaller)

The reading starts on the 4th place from the left hand side. Ignore the commas and decimal. The sample above reads 439.

Leak Detection

Many meters have a red dial, triangle, or a large sweeping hand that measure the low flow. If the water is off in the building then there should be no movement on the meter.

We have a leak! Now what do we do?

Is it mine or the City's?

The City is responsible for the line leading up to the meter and the homeowner is responsible for the line from the meter to the house. If the leak is at the meter we can send the City crew out to investigate.

How do we know there is a leak?

Any movement on the meter when water is not intentionally being used is a sign of a possible leak. For really slow leaks you may have to wait an hour to see if the low flow dial has moved.

Locating the leak

Turn water off to the home at the emergency shut off valve if you have one. If the meter still turns then the leak is in the line prior to that point.

If that stopped the leak, then you need to do an assessment of the toilets, faucets, and outside hose bibs. If you can't find the leak you may have to call a leak detection service or a plumber for help.

Checking your toilet

Add 10 drops of food coloring to the toilet tank. Do NOT flush. Wait 10 minutes. If the color bled into the toilet bowl then you have a leak.

You can buy a kit to replace the internal parts in the tank or you can hire a plumber.

Please notify the City if a leak
has been repaired.
(503) 570-1610