

Detecting Leaks

Leaks are very expensive for you, MetCom and the environment. If a meter is malfunctioning it is almost always running more slowly than it should, resulting in a low water usage reading, so if your meter readings are high suspect a leak.

If you suspect that you have a leak the following steps can help you identify the problem.

For Inside Meters:

1. Read the water meter, noting the position of the clock-style hand that records individual gallons.
2. Wait at least 15 minutes without using water.
3. Look at the meter again to see if the hand moved. If it did not, there are probably no leaks. Waiting longer between meter readings (overnight, for instance) might help you detect slow or intermittent leaks.
4. If the meter hand moved, check all of your faucets for visible leaks.
5. Check the toilets for leaks by adding food coloring to the water in the tank. Do not flush. Wait 15 minutes to see if the colored water appears in the toilet bowl. If it does, there is a leak. Repairing toilet leaks is normally inexpensive and easy to do. Replacement part kits are available at most hardware stores.
6. After making repairs, repeat the meter reading procedure to verify that there are no more leaks.

For Outside Meters:

Step five can be performed to test for toilet leaks. If none is found the remaining steps above can be performed with assistance from MetCom's Meter Technician. The customer needs to be available to ensure that all water is off in the house, the Meter Technician will check the reading on the outside meter. Call 301-373-4733 to schedule an appointment.