

**Help us respond more efficiently by determining the following:**

- Is the leak on **Private** property or **Public** right of way (such as a street)?
- Is the leak at the meter box?  
Yes – OMWD will respond.  
No – If the leak is between the meter box and the customer's home, it is the owner's responsibility. OMWD recommends that you call a plumber or a leak detection specialist.



**Leak Description**

**Gushing Water** - Immediate OMWD response.

Damp ground can be caused by groundwater either from weather conditions or local irrigation. This occurs most often in our 4S Ranch, Olivenhain, and La Costa neighborhoods.

Please be prepared to give a detailed description of where the leak is located such as an address, cross streets, and landmarks.

**Thank you for being a part of Neighborhood Water Watch!**

**Why is my water bill high?**

Perhaps you've just filled your pool, started watering your garden, adjusted your irrigation for summer weather, installed a dishwasher, or increased the number of people in your home. However, a one-time activity (filling a pool) should not make your bill remain high. A gradually increasing water bill may alert you to a leak in your system.

A 10-25% variation in water use is not unusual. If your bill increases by more than 25% or continues to increase, OMWD recommends that you call a plumber or a leak detection specialist. A [Plumbing Handbook](#) that can help you check for leaks in more detail can be purchased at [www.cuwcc.org/Resources/Publications-and-Reports](http://www.cuwcc.org/Resources/Publications-and-Reports).

**Emergency Response Dispatch Center (After Hours)**

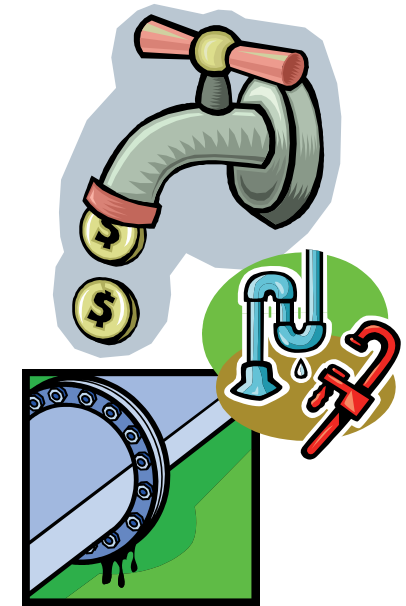
Weekdays 5 p.m. – 8 a.m.  
Holidays & Weekends  
**760-753-6466**



1966 Olivenhain Road  
Encinitas, CA 92024  
Phone: 760-753-6466  
[www.olivenhain.com](http://www.olivenhain.com)



**Leak Guidelines For Homeowners**



A broken water pipe in the street is a spectacular example of a water leak. However, it is a loss that the whole district absorbs. The small, sometimes barely noticeable leaks in your internal plumbing are costing you personally, as well as wasting a vital resource. A dripping faucet can waste 450 gallons per month.

## If you suspect a leak in your home system...

You can check for a water leak yourself by following the instructions below.

1. Open the lid from the meter and write down the current meter reading. Do not turn valve off in meter box! Do not use any water in your home for two (2) to three (3) hours. After the specified amount of time has lapsed, write down the meter reading again.
2. If the reading has not changed, you do not have a leak.
3. If the reading has changed and you used no water for 2-3 hours, you have a leak on your property. Locate your shut-off valve (typically in the garage or on the side of your home) and shut the water off.
4. With the shut-off valve closed, repeat the same steps above to see if the leak is outside the home, perhaps in the irrigation system.
6. If you determine a leak is present, the next step is to find the location of the leak. First, look for evidence of leakage between the meter and your home.
7. If no leaks are found, a thorough inspection of your pipes, fixtures, connections, and valves in and under your home.
8. For all facilities after the meter, private plumbers or leak detection specialists should be considered. OMWD cannot repair or troubleshoot beyond the meter. For a video, visit [www.olivenhain.com/leaks](http://www.olivenhain.com/leaks).

## Fire Meters

Some properties have a dedicated water meter for fire service. The fire meter is located in the general vicinity of the domestic water meter for the building. While some infrequent water use can be expected due to fires, system testing, or leakage, water usage is being recorded by OMWD. If a leak is discovered in the fire line, it will need to be promptly repaired. Please call OMWD to address the issue. You may need to schedule a plumber or leak detection specialist.



**Don't neglect to fix small leaks and drips promptly - it will save you money and water.**

You can save many gallons of water for every leak stopped. A dripping faucet can waste 15 gallons per day or 450 gallons per month.

Fixtures, faucets, toilets, pressure regulators and the like require periodic maintenance to work properly.

To see how much water different leaks waste, and what you can save, visit the Drip Calculator at:

[www.awwa.org/resources-tools/public-affairs/public-information/dripcalculator.aspx](http://www.awwa.org/resources-tools/public-affairs/public-information/dripcalculator.aspx)

## If you have no water...

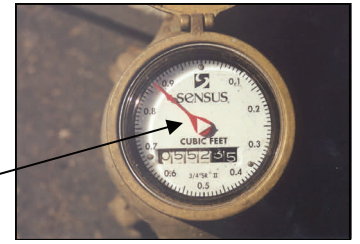
First, check the valve where the water line enters your property to make sure it hasn't been turned off, perhaps by a landscaper who discovered a leak.

Have you recently had your water softener replaced? Sometimes the representative forgets to turn the valve back on. Does it have a restart button that may need to be pushed? Some softeners have bypass valves, try to bypass the unit.

Look for obvious leaks between the valve and water meter. If this doesn't work and you still have no water, call our office at 760-753-6466, and we will be happy to assist you in finding the problem to restore your water service.

**NOTE:** Small leaks may take longer to show a difference on your meter. Choose a day when no one will be home for 10-12 hours to perform the test, or try an overnight test.

When the leak detector dial moves, water is flowing.



## Possible Areas in Which Leaks May Occur:

**Hot Water Tank** — There could be a rusted hole in the bottom or the drain valve may leak. The pressure relief valve may be releasing water.

**Toilet Tanks** — Water can leak out of the overflow pipe without making any noise. Test your toilet by dropping food coloring in the tank. If the color shows up in the bowl after a half-hour, there is a leak. Flappers, chains, and floaters also need to be checked.

**Swimming Pool** — Does your system automatically refill the pool?

**Irrigation System** — You could have broken sprinkler heads or a crack in a line. Is there a patch that is more green and lush than the rest of the yard? Are sprinkler heads properly adjusted and aimed correctly?



**OMWD is responsible for our pipelines leading to your meter and employees do not know the individual design of your home. It is recommended that you call a plumber or leak detection specialist to assist you in troubleshooting lines from the meter box to your home or under your slab.**