

Check your water meter

- Turn off all faucets in and around the house including dishwashers and washing machines and main shut off valve.
- Find your water meter. It's normally located in your front yard near the property line.
- Look for the leak indicator on your meter. The indicator is in the shape of a small triangle or wheel.
- If the leak indicator is spinning, water is running through the meter and you might have a leak.
- If you do not have a leak indicator, write down all the numbers on the register. Leave all of the water off in the house and check the meter again in 2 to 3 hours. If the numbers have changed, you might have a leak.
- Meter reading works similar to a car's odometer reading. As water goes through your meter, it forces the numbers to change.

City of Sanford

225 E. Weatherspoon St.
Sanford, NC 27330
(919)775-8215
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Guide to finding your leak



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Is your bill higher than normal? If so please use this guide to help determine the source of the problem.

First, verify the number of days in the billing period. We bill monthly so your bill is usually for 30 days of service. If for some reason your bill is for more days of service than usual, this will cause your bill to be higher.

Next, answer these questions: Have you noticed any leaks inside the home? Leaky faucets, a toilet that may run, wet areas in the basement or around the water heater, etc. Do you ever jiggle the handle on the commode to get it to stop running? All of this can contribute to a high bill. A running toilet uses more water than you think.

Have you noticed any unexplained wet areas in the yard between the meter and the house? If no, check now. If yes, turn off the main water supply at the house and then check your water meter dial for movement. If it moves this could indicate a leak in the line.

If a leak is the cause of your high bill and repairs are made, you may qualify for an adjustment upon proof of repair. If you have any questions or would like more information please call **Customer Service at (919)775-8215**.

Toilet Leak Troubleshooting

- **Ear Test (Listen)**

1. Does your toilet ever make any noises when it is not in use? Does it ever keep running? If the answer is YES, you are done. You found the leak.
2. If the answer is NO, are you sure? Any confessions of "noise" or "running" means the toilet is continually refilling due to a worn flapper. Replacing it is a low-cost do-it-yourself project

- **Eye Test (Look)**

1. Have you looked in the tank?"
2. If NO, remove the tank lid and locate the overflow tube in the middle of the tank. Is the water level below the overflow? If you observe that it is even with the overflow, you just found your leak.

- **Dye Test**

1. Remove the lid of the toilet tank.
2. Add a few drops of food coloring or a dye tablet into tank.
3. Wait 15 minutes. If the color appears in the toilet bowl without flushing, it has a leak.
4. Flush the toilet immediately to avoid staining inside the tank.



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Water Conservation Tips

Fix that leak!

If your toilet has a leak, you could be wasting about 200 gallons of water every day. That would be like flushing your toilet more than 50 times for no reason.

Shower Power

Taking a shower uses much less water than filling up a bathtub. A shower only uses 10 to 25 gallons, while a bath takes up to 70 gallons!

Turn off the Tap!

Just by turning off the tap while you brush your teeth can save up to 8 gallons of water.

Beat the Heat!

The best time to water your yard is in the early morning or late evening when it's cool outside. Watering when it's hot is wasteful because most of the water evaporates before plants have time to drink it.