

Leak Detection

Before assuming you have a water leak, make a thorough search of your house and yard, checking for leaky faucets, hoses, water softeners, basically anything that uses water. You may want to check your irrigation program(s) as well.

Before you seek the help of a leak detection company, you may want to find the area or valve in which the leak exists. You might not find the leak, but at the very least you will limit the search for faster detection.

There are two methods for finding a leak, or area of a leak.

The first method, also the fastest, is to physically check the water meter while systematically shutting off valves individually.

The second method requires using the Eye-on-Water App.

The first method for isolating a leak is by systematically shutting off valves individually while checking the water meter to see with which valve the meter stops running.

The water meter is located in your water connection box.

This process is made easier with two people and cell phones to communicate the findings, although, if done alone, it's an excellent way to get in your steps for the day.

Ensure you have no other running water during this process.

Most properties have a main valve to the house. Start by shutting off the main house valve and check the status of your water meter. If the meter stops running, you may have a leak in or under your house. However, many irrigation systems are setup in connection with the main house valve. If that is the case, turn back on the main house valve and then shut off the main irrigation valve.

If the main irrigation valve is shut off and the meter stops, the leak is more than likely located in a zone of your irrigation system.

From there, turn back on the main irrigation valve and systematically shut off the individual irrigation valves zone by zone, checking the meter with each valve shut off.

When the problematic valve is located, do a thorough search of the area.

If the leak appears to be in or under the house, it's advisable to contact a leak detection company sooner rather than later to prevent further water damage.

If the leak appears to be located in an irrigation zone, check irrigation lines for damage, look for areas of wet soil, or plants that look to be overwatered. If unable to find the leak, contact a leak detection company.

The second method requires the use of the Eye-on-Water App.

Instead of physically checking the water meter, shut off one valve at a time for 15 minutes each.

With each valve shut off, document the time of day and location of valve. This is important because when the Eye-on-Water App is viewed the next day, or at any time in the future, it will show when there was 15 minutes of no water use, thus locating the zone in which the leak is occurring.

Creating an Eye-On-Water (EOW) Account

This service gives direct access to your water usage details and provides tools to help you use water more efficiently!

To get set up with an EOW account, please visit <https://eyeonwater.com/signup> on your computer and/or cell phone to get started.

To set up an EyeOnWater (EOW) login, enter your zip code and your EOW Account ID: R-XXXXXX-01

If you need your account number, feel free to contact Billing.Rieblimutualwater@gmail.com