

- 50% of all households have some kind of plumbing leak.
- In a residence, 22 gallons of water are lost to leaks every day.
- Most common culprits are leaking toilets and dripping faucets.
- Majority of leaks can be eliminated after retrofitting a household with new fixtures.
- Simple fixes and implementing regular maintenance around your home can help save up to 10% of your water bill. **It's worth the investment!**



Have a Toilet Leak?

- Drop dye tablets or dark drops of food coloring in the toilet tank, wait 15 minutes (without flushing), if tinted water appears in the bowl, you have a leak! If so, all it usually needs is a new toilet flapper.
- Listen to your toilet. If you hear running water while the toilet is not being used, then you probably have a leak.



Contact Us!

To report a street leak please call the Customer Service Department directly at **(909) 875-1804**. Choose option 3.



Business Hours

Mon 8:00 a.m. – 5:30 p.m.
Tues 9:00 a.m. – 5:30 p.m.
Wed 8:00 a.m. – 5:30 p.m.
Thurs 8:00 a.m. – 5:30 p.m.
Fri 8:00 a.m. – 5:30 p.m.



909-875-1804



www.wvwd.org

Follow Us On Social Media

Learn how you can conserve water with easy-to-follow tips and stay up to date with all things WVWD.



West Valley Water District provides our community with high-quality and reliable water service in a cost-effective and sustainable manner.

LEAK DETECTION GUIDE





Your Water Meter

- ✓ Is the best detective and can tell whether or not you have leaks.
- Is typically located near the street under a metal, plastic or concrete lid.
- Records water in cubic feet (FT³), your consumption is displayed much like the odometer in your car. 1 FT³ of water equals 7.48 gallons of water.
- Dial moves one digit for every 748 gallons of water used; which equals one unit of water.

How to Read your Meter?

WVWD's Valve,
Do Not Touch

Odometer: Reads in FT³.
Read meter from left to right.

Decimal Point: Illustrates
tenths and hundreths FT³.

Flow Indicator:
Indicates low flow down to
.001 FT³. Detects small leaks.

**Your meter may not be
identical to the picture shown.*

Main Shut-off Valve

How to Detect Leaks

West Valley Water District works hard to eliminate leaks in our distribution system, but many leaks occur inside the home. Here's some tips to determine if you have any leaks in your home.

Checking for a Leak

1. Locate your water meter.
2. Make sure all water (inside and out) has been turned off. Leave shut-off valves open.
3. Read your meter and write down the figure; (While reading your meter, find the flow indication. If it is moving, there is a leak.)
4. Wait at least 1 hour and read your meter again.
5. If the figure has changed then there is a leak.
6. Turn water off at house valve.
7. Repeat step 3 and 4.
8. If the figure has not changed. The leak is past the house valve and likely inside your home. Check your toilets, faucets, etc.
9. Has the figure changed again? The leak may be in the service line or within your irrigation system (depending on where your irrigation system ties into your home's water system).
10. Fix it yourself or contact a plumber.

Is the Leak Inside or Outside?

Your House Shut-Off Valve

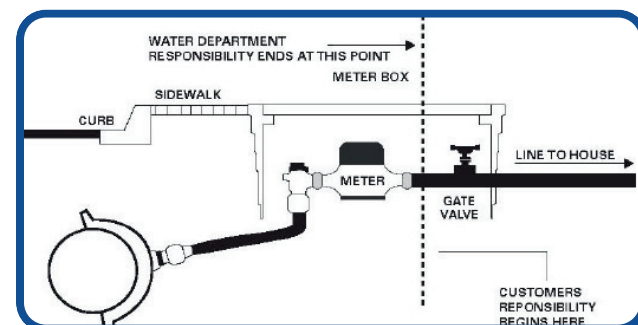
Your shut-off valve controls the water flow into the home. It is important to know its location.

Your shut-off valve should be located near your hose bib.



**Your valve may not be identical to the picture shown.*

District/Customer Responsibility



WVWD is responsible for:

"The street side" of the water meter, including all water mains in the street and continuing through the District's distribution system. If you notice a water leak in the street or near your meter, call WVWD Customer Service at (909) 875-1804 to report it.

Customer is responsible for:

Maintenance of water pipes on the "Customer Side" of the water meter. This means the interior plumbing of the home, the outside irrigation system and the area where the property's water system connects to the water meter.