

Water Leaks!

Leaks can be very costly if not detected and repaired early. Unfortunately, we have seen many small inconsequential leaks turn into much larger leaks where hundreds of thousands of gallons of treated water have been wasted. These wastes have a huge financial impact on your utility bill. Customers are not only responsible for any water that passes through the meter but also the repair and maintenance of the water system on your side of the meter.

At the time the meter is read, the meter reading system reviews the immediate 24 hours of your usage looking for a one-hour window where more than one gallon of water is flowing through the meter. If the system does not find this, it flags your account as a potential leak. Most water systems have periods of time where water is not flowing; for example, at night while everyone is sleeping or when a business is closed. There are also many valid reasons why the meter reading system may not find the one-hour window; for example, ice machines or swamp coolers that run 24 hours a day or a bathroom faucet left running due to freezing temperatures or by a child after brushing their teeth.

If your account is flagged with a potential leak, the City of Sandpoint notifies you by mailing a bright blue postcard. If you get this postcard in the mail, you will want to check your system for any leaks.

Common causes of continuous running water inside the home are:

- Running the water during extreme cold weather to avoid freezing pipes
- Toilets that have leaky flappers or faulty insides
- Faucets and supply lines
- Hot water tanks
- Water line under the home
- Heating systems that require water
- Commercial ice machines or water cooled systems

After verifying that the inside water lines and appliances are not the cause of the potential leak, check your outside water lines.

Common causes of continuous running water outside the home are:

- Irrigation systems
- Frost proof yard hydrant
- Underground water lines from the meter to your home

If you get a blue potential leak card and fix something that was leaking in your system, you can call or email the Utility Billing Clerk to schedule a leak check to confirm that your leak has been fixed.