

THE LEAK'S SOURCE



CHECK YOUR TOILETS

Add food coloring or a dye tablet to water in the tank, but don't flush. If coloring appears in the bowl, your toilet is leaking.

CHECK FOR UNDERGROUND LEAKS

Walk around your property to check for the following: green patchy areas, moist areas or saturated areas on the ground. It is essential to check sprinkler valves, heads and the main line.

CHECK YOUR WATER HEATER

Look for standing water near water heater.

CHECK FOR BROKEN PIPES

Check these areas: ceiling, between walls and around the slab. If your walls, floor or ceiling have stains, mildew or moisture, you may have a water leak.

CHECK YOUR FAUCETS

Learn to repair your own faucets, so that drips can be repaired promptly. It's easy, costs very little and can help you save money in plumbing and your water bill.

CHECK YOUR VALVES

Check the following valves for leaks: cut-off valves, sprinkler valves and valves under sinks.

CHECK YOUR WATER SOFTENER

Make sure your water softener works properly. Refer to the owner's manual or contact someone to verify if softener needs to be serviced.

CHECK YOUR ICEMAKER

Check to see if icemaker is dripping or look for water stains on the floor. Make sure icemaker is connected properly.

WHAT TO DO IF YOU FIND A LEAK

SAWS is responsible for maintaining the water line from the main to your water meter. You are responsible for repairs to any part of the water system from the meter toward your home. If you find a leak, please have it repaired to minimize water loss.

You may submit repairs for reimbursement consideration to:

*SAWS Customer Service: Account Review, P.O. Box 2449, San Antonio, TX 78298
Fax: 233.4163 | Attention: Customer Service & Account Review*

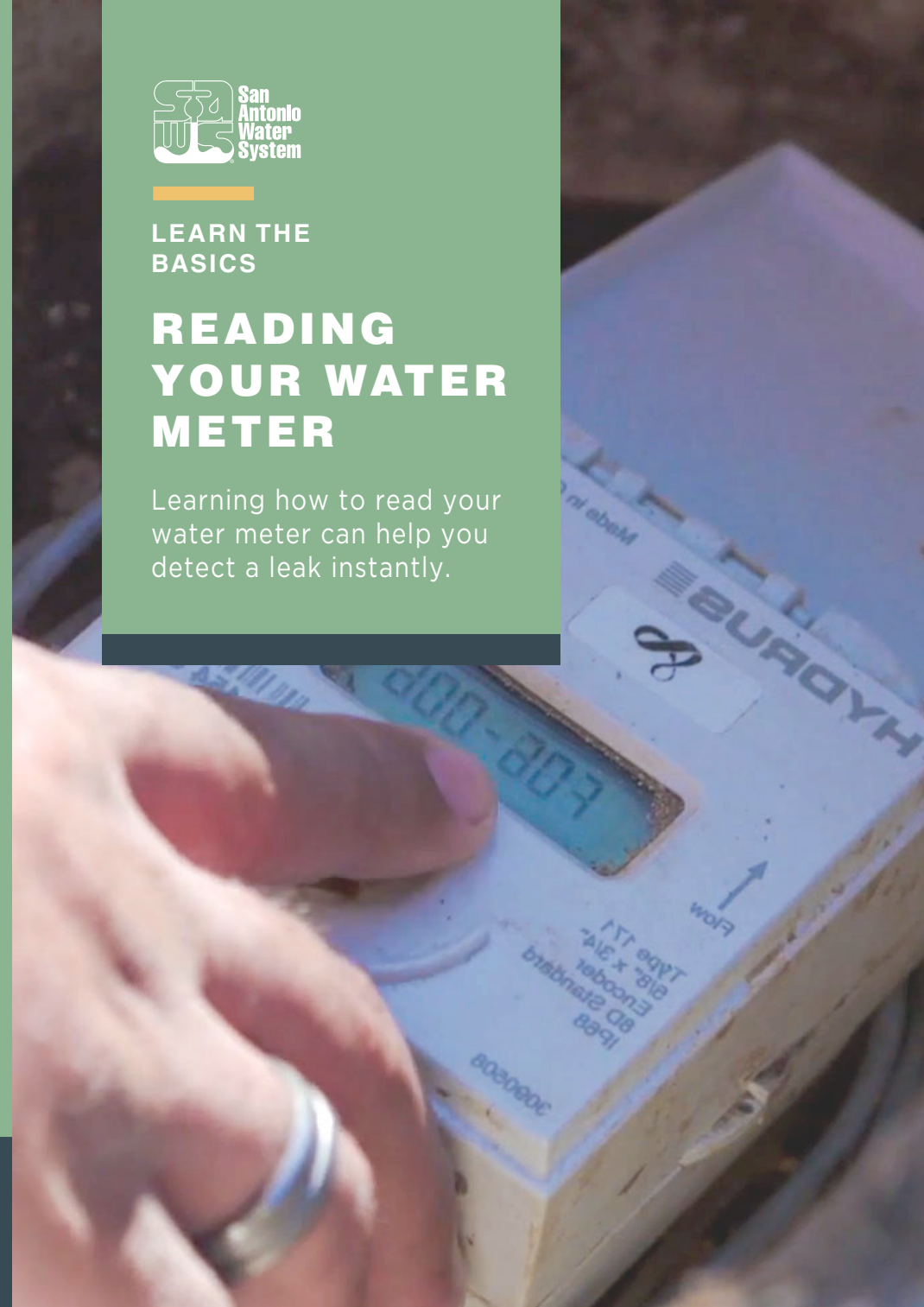
Be sure to include your account number or service address, as well as contact information.



LEARN THE BASICS

READING YOUR WATER METER

Learning how to read your water meter can help you detect a leak instantly.



READING YOUR WATER METER

Checking Your Meter for Mysterious Leaks

When water is not being used the Flow Rate screen should display all zeros. This screen which comes after the Current Total Volume screen will display gallons per minute, or gpm and will fluctuate if there is water use. Follow the steps on the next page below to use your meter to help you find leaks.

YOUR WATER METER

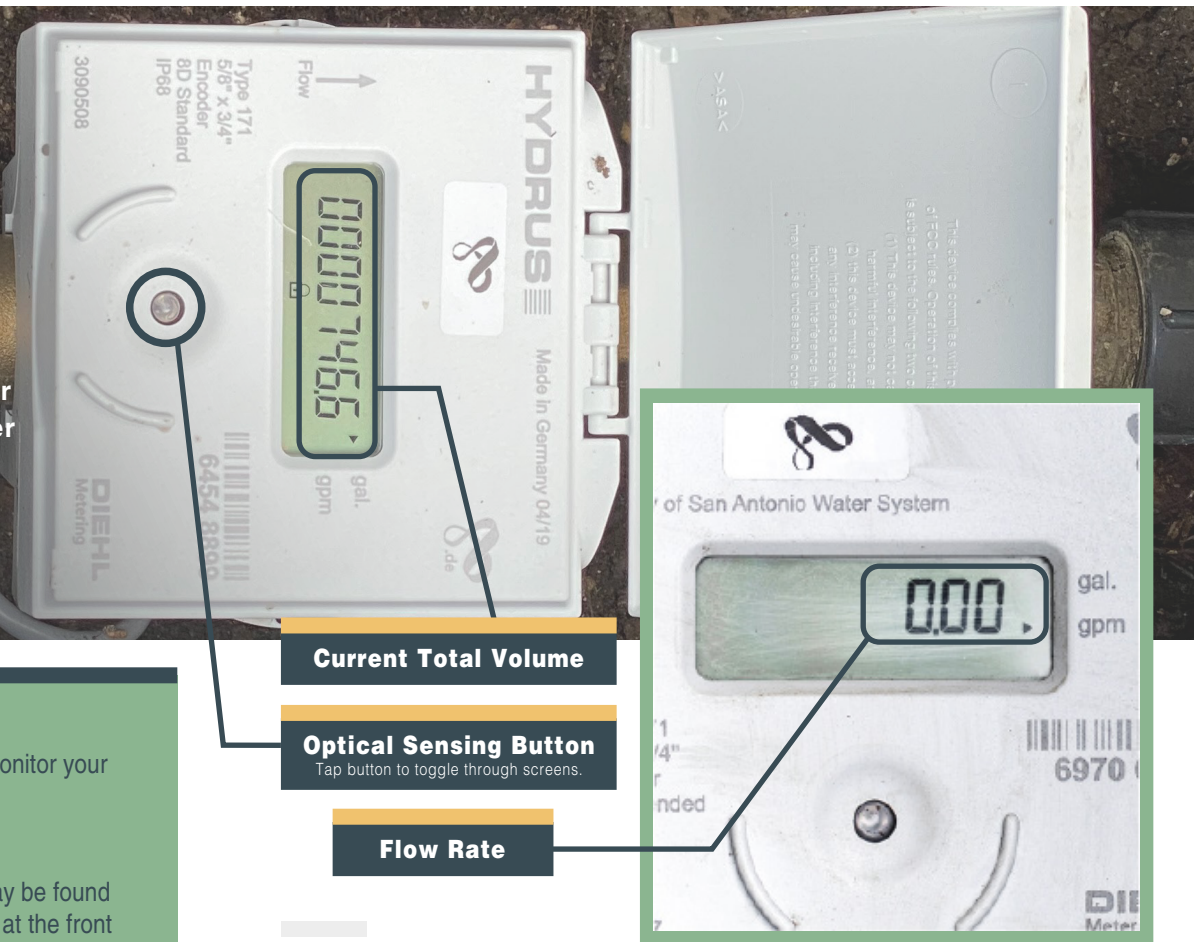
Your water meter tells you how much water you are using each month. You can monitor your meter yourself to check for leaks in your water system.

LOCATING AND READING YOUR WATER METER

Water meters are located underground beneath a round or oval lid. Your meter may be found in a variety of locations. The most common place is between the hose bib (faucet) at the front of your house in a direct line to the street. If the house is on a corner lot, the meter could be on the side of the house. Alley locations are common in certain parts of the city as well. Remember, this is South Texas so watch for spiders and ants when opening the lid.

Your electronic water meter has a digital display and an optical sensing button. There are 7 screens that you can toggle through in order of appearance on the meter display. These are: **Errors and Alerts, Current Total Volume, Flow Rate, Current Water Temperature, Software Version, High Resolution Reading, and Display Test** (see details for each screen at saws.org/read). To navigate just tap the meter's optical sensing "button" with your fingertip to advance to the next screen.

To see your current water use in gallons navigate to the Current Total Volume screen which will show total water use since the meter was installed. Read the display from left to right using standard place values. You can subtract the previous month's reading from the current reading to calculate total water use for your bill each month. Customers are billed per hundred gallons of water used. Additionally, more detailed information regarding your water use, past and current, can be accessed via your account online at saws.org/myaccount



Current Total Volume

Optical Sensing Button

Tap button to toggle through screens.

Flow Rate

STEP 1

Turn off all inside and outside water faucets.

STEP 2

Check the meter. Toggle to the Flow Rate screen by tapping the optical sensing button and look at the numbers that appear. If you see any number other than zero then leaks exist on your property and need to be located. To get a better idea of how much water is leaking record the reading on the Current Total Volume Screen, leave all the water off for the next hour, and come back to see if the reading has changed. If there is a higher reading, there is a leak.

STEP 3

Locate the source of the leaks (see back cover).

