

Meter Leak



TYPES OF LEAKS

Types of Leaks: Meter Leak

CATEGORY TYPE: METER LEAK

A meter leak is the last priority for repair crews because this type of leak could be on the customer's side of the meter or the City's side. Meter leaks can look like the one below.



HOW LEAK IS FIXED:

Repair crews respond to each reported meter leak to identify if the leak is the City's responsibility or that of the customer. The City is responsible for any water leaks from the service line to the water main. The customer is responsible for any water leaks from the water meter to the house and any leaks on their own property. If the leak is on the customer side then it is the customer's responsibility to contact a repair company and have work performed (a notice will be left on a customer's front door if the leak in question is their responsibility).

A safety cone is placed on or near the leak to identify that it has been checked by personnel and placed on the City's list to be repaired. The City contacts Utility Line Spotters (marking for utilities such as telecommunications, power, gas, etc.), which is done for all leaks as required by State Law. All utilities are allowed 48 hours to spot their lines before the City's repair crews can work on a non-emergency repair. Please be aware that these types of leaks have the lowest priority and will be pushed back if there are water main breaks or service line leaks that damage roadways.