



Two Rivers Utilities

## Leaking Water Guidance

Customers that have a higher than usual water bill or are showing high water usage on their bill may have a water leak. Follow this guide to determine if there is a leak in your home.

- Locate water meter in basement (typically by the wall closest to the street).
- Locate “leak indicator” on meter faceplate.
- Ensure that water is not being used in the home, close valve on water service line.
- Observe no movement on leak indicator. The leak detector will rotate if there is water moving through the meter.
- Open water valve on service line. Check for movement on leak indicator.
- Check that ALL water faucets are turned off, toilets are not running, water softener is not running, etc.
- If the indicator moves, water is leaking somewhere in the home.
- Slow leaks in a toilet can be checked by putting coloring in the toilet’s bowl and tank. After not using the toilet for one hour, if the water turns clear in either part, the toilet may have a slow leak.
- Check all faucets and under fixtures for wet areas or water drips/leaks.
- Call a plumber for help determining where leaks may be happening in your home.
- The city is not qualified/licensed for work beyond the meter in the customer’s home.

For any questions or concerns please contact Customer Service at 920-793-5523 or the Water Department at 920-793-5551.



Leak Detector

