



How to Detect Leaks

To determine if you have a leak, you will need to conduct a leak test. A minimum time period of three hours, in which no water is used, is required, but a longer time period is preferred. During this three-hour or more time period, turn off your icemaker and sprinkler system, if you have either. Do not flush toilets or turn on the faucets during this period. At the beginning of the period, write down all the numbers on your water meter. (Your water meter is read the same way as the mileage odometer on your car, from left to right.) At the end of the period, check your water meter again. If any of the numbers have changed, you have a leak.

A small leak about the size of a pin head, dripping at one drop per second can add up to 7 gallons of water a day. A large leak, the kind most often found in toilets, can waste 200 gallons of water or more per day! Check out the following when you suspect a leak.

Some areas to check:

Faucets

Check faucets in the bathroom, kitchen and outdoors periodically. Worn washers are most often the cause of dripping faucets.

Toilets

Check toilets for leaks often. The most common causes of a leaking toilet are:

- float device set too high, which causes water to run into the overflow tube
- A warped, worn, or cracked flapper valve



To apply for a rate adjustment due to a leak situation, you will need to complete a Leak Adjustment Request Form and attach all receipts. You can either fax the Leak Adjustment Request Form and receipts to (678) 631-1515 or you can e-mail the documents to us at customerservice@ddcwsa.com.

Douglasville-Douglas County Water and Sewer Authority
Post Office Box 1157
Douglasville, Georgia 30133

Leaks can waste thousands of gallons of water in just a few days. It pays to fix leaks promptly!



The Douglasville-Douglas County Water and Sewer Authority's demarcation point is at the meter itself. Plumbing issues, such as leaks, that are past this meter are the responsibility of the customer.