

## Water Leak Detection

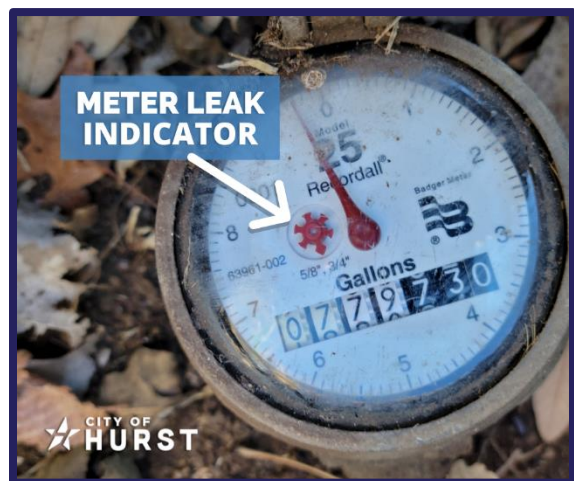
One way to determine if you have a leak in your plumbing system is by first checking your water meter. Most meters are located outside in an underground meter box with a plastic lid, often near the street.

1. Make sure no water is being used inside or outside of your home or business.
2. Locate the water meter box, usually in front of the property, close to the street.
3. Find the register face of the meter and check the leak indicator to see if it is moving. Depending on the brand of your meter, the leak indicator could be a small triangular shaped dial or a small red wheel that rotates when water is flowing through the meter. If the dial is moving, chances are, you have a leak.
4. You can also take a meter reading and wait 1 or 2 hours and take another meter reading (make sure no water is used during this time). If the reading has changed, you may have a leak.

If you believe you have a leak at the property, the next step is to determine if the leak is inside or outside your house. If you are unable to locate the leak, you may need to call a plumber.

The City of Hurst understands that some of our water utility customers may experience water loss from broken pipes, irrigation system malfunctions or damage, leaky and defective toilets and other unforeseen issues. Water loss of this nature can result in larger than normal water bills and we are prepared to help. The City of Hurst has a “Leak Adjustment” policy that allows us to apply credits to utility bills that experienced an increase due to a line break or other equipment failure. Water utility customers may apply for a leak adjustment by filing out a Leak Adjustment Request Form. Leak adjustment requests must include receipts of the repairs (plumber bill or repair receipts). To find out more about applying for a leak adjustment, please visit [hursttx.gov/utilitybilling](http://hursttx.gov/utilitybilling).

If the meter does not indicate a leak and you are concerned that the meter is broken, contact the City of Hurst Utility Billing Department to set up an appointment to have the meter checked. An inspection fee will be applied if the meter is operating properly.



### UTILITY BILLING DEPARTMENT

[www.hursttx.gov/utilitybilling](http://www.hursttx.gov/utilitybilling) | 817-788-7040 | [wateroffice@hursttx.gov](mailto:wateroffice@hursttx.gov) | 1505 Precinct Line, Hurst, Texas 76054