

Leak Adjustment Policy

Arlington County will adjust customer accounts for water lost to a leak when provided proof—such as a receipt from a plumber—that repairs were made promptly after a leak was first identified.

- **Leaks in Your Home or Building:** Adjustment for leaks inside of the served building are limited to 50% of the excess water and sewer charges, as calculated by the County.
- **Underground Water Leaks Between Water Meter and Your Home or Building:** Adjustments for underground leaks outside the served building (including irrigation systems) are limited to 50% of the excess water charges and 100% of excess sewer charges, as calculated by the County.
- The County will review as much as one leak adjustment per account every two years, with no more than two adjustments awarded within a 5-year period for leaks inside the house or building. Leak adjustments are limited to the period during which the leak was identified and two more adjacent billing periods.

How to Request a Leak Adjustment

Requests for a leak adjustment must be submitted using the County's Leak Adjustment Form, available at arlingtonva.us/Government/Programs/Water-Utilities/Customer-Service/Resolve-High-Bills/Leak-Adjustment-Form, and will be processed on a first-come, first-serve basis. The request must include the following information:



1. Date the leak was discovered and repaired.
2. Copies of detailed receipt(s) for any plumbing equipment purchases for self repair; or copy of plumber's detailed repair bill.
3. Location of leak-inside or outside.

Contact Us

We encourage residents who have concerns about their bill to call the Customer Service Office at 703-228-5000 or

email DESContactCenter@arlingtonva.us. Customer service representatives are available Mon.-Fri., 7 a.m. to 7 p.m.

Customer Consultation Report

Thank you for having our water expert out to your home to perform a water meter investigation and to help you to determine whether an active water leak is present at your property. **Please understand that our personnel are not authorized to enter your home during this consultation.**

Also, we can only help you to identify whether an active leak is indicated at the time of the consultation. Other intermittent types of leaks are harder to detect and may not be identified at the time of your consultation. For this reason, this brochure provides additional information on how to detect leaks in and around your home. It also contains information about how to request relief from a high bill if a leak is detected and identified.



METER #: _____

Meter Read #: _____

Service Address: _____

Investigation Performed by: _____

Date: ____/____/____

What we did today:

- Inspected and read the water meter.
- Completed a diagnostic test on your radio transmitter.
- Confirmed the water meter technology was functioning as expected.
- Observed meter registration, indicating an active leak.
- Did not observe meter registration, which could indicate an intermittent leak.
- Worked with you to isolate a leak inside of your home.
- Performed meter maintenance activities.
- Did not perform meter maintenance activities.
- Provided materials to assist with leak identification.
- Explained the responsibility of the County and where it ends.
- Provided an overview of the Leak Adjustment program.

YOUR MATTER WILL NOW BE REFERRED TO OUR LEAK INVESTIGATION TEAM FOR REVIEW. YOU WILL BE CONTACTED WHEN THEIR REVIEW IS COMPLETE.

DEPARTMENT OF ENVIRONMENTAL SERVICES WATER, SEWER, STREETS
4200 28th St. S., Arlington, VA 22206

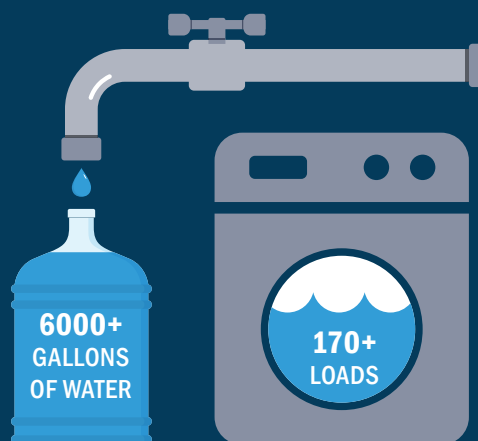
 **FLIP to view your Customer Consultation Report**

YOUR HOME GUIDE TO DETECTING LEAKS



Household Leaks Waste

The average Arlington family of four can waste **117 gallons per week, or 6,000 gallons of water annually, from household leaks. That's equivalent to the amount of water needed to wash more than 170 loads of laundry.**



Leaks in your home can be expensive and, if left unfixed, can cause a lot of damage. Taking the time to inspect your home for any potential leaks can save you money on your utility bill and prevent costly repairs.

To check for leaks in your home, you first need to determine whether you're losing water and then identify the source of the leak. The best place to start is your utility bill.

Check Your Utility Bill

Some leaks are silent, and may first show up on your bill. Examine each of your utility bills and look for unusual spikes unrelated to changes in use, such as changes in home occupancy and summertime watering activities.

It's likely that a family of four has a serious leak problem if its winter water use exceeds 24,000 gallons per quarter. Learn more about analyzing your water bill at water.arlingtonva.us/customer-service/resolve-high-bills or call the Customer Service Office at 703-228-5000 and a representative will be happy to assist you.

Detecting Leaks In Your Home

Some leaks that require a simple do-it-yourself fix—e.g. a worn toilet flapper—can have a dramatic impact on your bill. But you may want to consult a licensed plumber to stop your running toilet, broken sprinklers, water heater drips, or malfunctioning water supply lines. Take a quick inventory of clues to water waste:

Indoors

BATHROOM

- Toilets: Listen for running water and conduct the food coloring test to identify a leak.
- Faucets: Listen for drips and turn on the tap to check for water going the wrong direction.
- Showerheads: Turn on and look for drips or stray sprays that can be stopped with plumbing tape.
- In the tub: Turn on the tub, then divert the water to the shower and see if there's still a lot of water coming from the tub spout; that could mean the tub spout diverter needs replacing.
- Under the sink: Check for pooling water under pipes and rust around joints and edges.

Take a Toilet Test

Toilets are one of the most common sources of leaks in homes. Put a few drops of food coloring into the tank at the back of your toilet and let it sit for 10 minutes. If color shows up in the bowl, you have a leak. Make sure to flush afterward to avoid staining and consider replacing your old toilet flapper if it is torn or worn.



KITCHEN

- Faucet: Listen for drips and tighten aerators or replace fixtures if necessary.
- Sprayer: Check to make sure water is spraying smoothly and clean openings as needed.
- Under the sink: Check for pooling water under pipes and rust around joints and edges.
- Appliances: Check for pooling water underneath dishwashers and refrigerators with ice makers, which could indicate a supply line leak.



LAUNDRY ROOM

- Under the sink: Check for pooling water under pipe connections.
- Washing Machine: Check for pooling water, which could indicate a supply line leak.



BASEMENT

- Water heater: Check beneath the tank for pooling water, rust, or other signs of leakage.
- Humidifier: Listen for running water. Faulty humidifiers can go undetected due to seasonal use.

Check for signs of moisture or mold on your walls, ceilings, or floors throughout your home. This could indicate that a pipe is wreaking havoc behind the scenes and requires the attention of a professional.

Outdoors

Outdoor leaks are less common than leaks on the inside of the home but they are harder to detect and can go unnoticed for longer periods of time. Customers should inspect the entire perimeter of their homes, looking for wet spots, small holes, depressions, active drips leaks and broken or damaged fixtures.

- Service Line Leaks: Check for soft, wet spots in your yard or the sounds of running water outside your house. This could indicate a leak in your service line.
- Outdoor hose bibs and/or outdoor faucets: Check for dripping water and/or adjacent wet spots.
- In-ground irrigation system: Check for broken sprinklers or nozzles spraying in the wrong direction. An irrigation system should be checked each spring before use to make sure it was not damaged by frost or freezing.

An irrigation system that has a leak 1/32 of an inch in diameter (about the thickness of a dime) can waste about 6,300 gallons of water per month.

Homeowner Responsibilities

Water Service Line

Your water service line is an underground pipe between the water meter and your home or building. This line is the property owner's responsibility. Underground leaks on the water service line can be very disruptive and costly to repair.

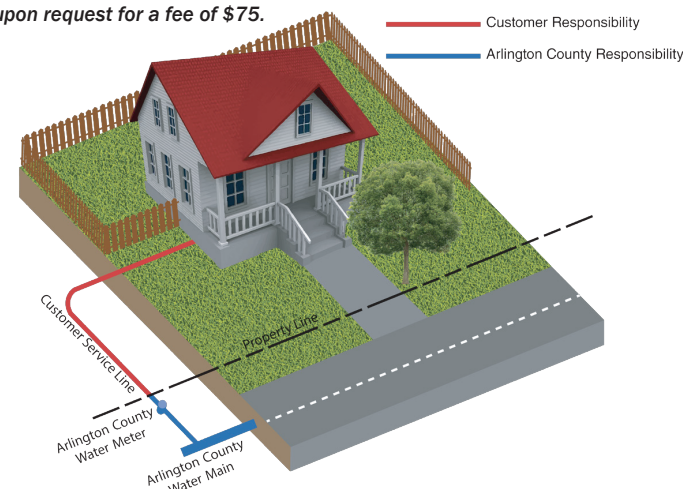
Indicators are:

- Water springing or bubbling up under sidewalks or on the property.
- Water leaking into your basement near the main shut-off valve.
- Water leaking from the meter box.

Water Meter

A leak at the meter would typically be diagnosed when we inspect the meter. This ordinarily happens before we notify you of your high use. But if you observe water emanating from the water meter lid, please call us right away so that we can investigate. Call the Customer Service Office at 703-228-5000 and a representative will be happy to assist you.

*A meter test can be performed upon request for a fee of \$75.



*Note the property owner's responsibility on the water service line (between house and meter)

*Note Arlington County's responsibility on the water service line (between meter and water main)

A FEW FACTS ABOUT LEAKS



The number of homes that have leaks that waste 90 gallons+ per day

A leaky faucet dripping at the rate of one drip per second can waste more than



3,000 gallons per year

A shower leaking at



wastes more than

500 gallons per year

Minor water leaks account for nearly 1 trillion gallons of wasted water each year and is equal to annual household water use in nearly

11 million homes

