

December 12, 2014

Dear Birmingham Water Customer:

Re: Customer Water Leak Notification

The City of Birmingham Water Meter Software indicates that your property is using water during every hour. This may be the sign of an internal plumbing leak. Checking for leaks has never been easier. Figure A is a picture of your water meter. Pull up on tab that overhangs the side of the top of the water meter to open the hinged door (Figure B). Inside the door you will see a series of digits and other data (Figure C). Your water meter has 9 digits reading from left to right. The first seven have a line over them followed by a decimal point and two digits with no line over them. The first seven digits with the line over them are whole gallons and are used to determine your monthly water meter reading. The last two digits following the decimal point are tenths and one hundredths of a gallon. These two digits are important for you as a homeowner to watch in order to determine if there is a leak in your plumbing system. If you have all of the water off inside the home (including the humidifier on your furnace) and you continue to see the last two digits increase, you should investigate all of your plumbing fixtures to determine where the leak is.



Figure A.



Figure B.

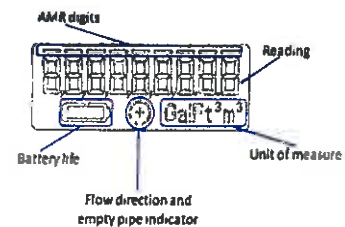


Figure C.

The most common leaks can be linked to faulty toilet flappers/floats, a dripping faucet, leaking furnace humidifier, obstructed irrigation valves, and backup sump pump failure. Leaking toilet flappers are the most common source of a leak within a home.

Testing toilets to investigate leaks

1. Clean your toilet.
2. Purchase food coloring or dye tabs found at hardware store specifically for this purpose.
3. Remove top of rear toilet tank and add dye to the water.
4. Wait 15 minutes. Make sure nobody else tries to use the toilet during that time.
5. If the dye is in your toilet bowl, you have a leak. If no dye can be seen in your toilet bowl you do not have a leak.

If you discover that this abnormal water usage is related to a leak on your property, call a licensed plumber to have the source repaired. If you have any questions, please call the Birmingham Water Meter Department at 248-530-1723.