

# WATER & SEWER NEWS

News and information from DeKalb County Utility Customer Operations Division



The DeKalb County Utility Customer Operations (UCO) presents our quarterly newsletter, "Water & Sewer News." This newsletter is a forum to provide information about the Department and to educate our citizens on various topics related to water. For additional information, please visit our website at [www.dekalbwatershed.com](http://www.dekalbwatershed.com). Thank you for allowing us to serve you.

## BE IN THE KNOW ABOUT YOUR WATER METER

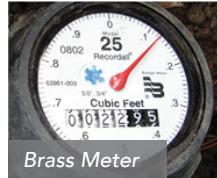
DeKalb County reads your water meter monthly or bi-monthly based on your location to determine your water use and water bill. High water bills are often caused by high consumption or a leak inside or outside your home. You can easily monitor use by locating the water meter on your property and lifting the meter box lid. It is usually located in a metal, plastic or concrete box near the street or sidewalk.



Meter Box Lid



Electronic Meter



Brass Meter

*NOTE: Be careful lifting your meter box lid. Do not place your hands under the box lid while lifting.*

Most meters look like the ones pictured above. The meter continually registers any water that passes through it, similar to a car odometer.



## HOW TO TEST FOR HOUSEHOLD LEAKS

- 1) Turn off all the water-consuming appliances in your home, including the washing machine, dishwasher, and ice maker. Do not shut off the water supply to your toilets.
- 2) Write down the number you see on the meter readout.
- 3) If the low-flow indicator moves (looks like an asterisk or triangle and located on the left-side of the needle), this may indicate a leak in an appliance or pipe.
- 4) After two hours of no water consumption, go outside and read the meter again. The number should not have changed. If the readout did change, or if you notice any movement on the meter during the test, you more than likely have a leak.

## HOW TO CHECK YOUR TOILET FOR LEAKS

- 1) Remove your tank lid.
- 2) Flush your toilet and make sure the water line is at the correct water level.
- 3) Use one teaspoon of food coloring in the tank. Do not flush.
- 4) Wait 15 – 20 minutes.
- 5) Check the water bowl for color. If there is color in the bowl, you have a leak.
- 6) Get the leak repaired.
- 7) If the leak resulted in above average water consumption, provide a repair bill from a certified plumber and get up to two billing adjustments.

Visit the DWM website [www.dekalbwatershed.com](http://www.dekalbwatershed.com) under "Water" to calculate your water use and decide how you're going to conserve.



DEKALB COUNTY  
Lee May Interim Chief Executive Officer



BOARD OF COMMISSIONERS

Nancy Jester District 1 • Jeff Rader District 2 • Larry Johnson District 3 • Sharon Barnes Sutton District 4  
Mereda Davis Johnson District 5 • Kathie Gannon Super District 6 • VACANT District 7

### IMPORTANT CONTACT INFORMATION

**Emergency Repair/24 hours 770-270-6243 • Billing/Questions (7:00 am – 7pm) 404-378-4475**

**Telecommunications Device for the Hearing Impaired 770-294-2677**

**Drinking Water Questions/ Information 770-391-6047 • dekalbwatertestingfn@dekalbcountyga.gov**