

Message From the Manager: Leak Alerts on the Eye-On-Water App!!!

If you haven't set up access to our Eye-On-Water App and completed the "Leak Alert" notifications, please do so. This information can help you save a lot of money by knowing how much and how often water is being used.

When our Eye-On-Water system does its job and alerts a customer of a possible leak, a customer's first reaction is usually panic. Hopefully, this will help better explain the process.

The water meters store usage data internally and transmit the information to the database once per day, usually during the night. The database then analyses each account for errors or possible leaks. A leak alert will be sent out if the system detects that usage never dropped to zero during any given hour in a 24-hour period. The theory is that at some point during the night, ice bins are full, toilets aren't being flushed, and sprinklers are not running. So, the meter cannot actually detect a leak, it only detects a "constant flow", which can be presumed to be a leak.

First, determine how much is the leak costing you??? Remember that the system gives data in the "per hour" format. Let's say that you received a leak alert of 5 gallons per hour. Using a 24-hour day and a 30 day month, the total water lost in the "leak" is $(5 \times 24 \times 30)$ 3,600 gallons. The lowest tier water charge is \$4.82 per THOUSAND gallons. This example would be costing the customer $(3.6 \times \$4.82)$ \$17.36 per month in addition to all other water used. Most leaks never fix themselves and usually get worse over time. Do you want to lose sleep or a wonderful weekend over \$17.36 per month? Probably not but put it on the list of things to get taken care of in the near future. The easiest way to determine the cost of a leak is to go to our web page @ <https://www.sardiswater.com/water-rates>. At the bottom of this page is a calculator. For example, if your leak alert is 60 gallons per hour, take $60 \times 24 \times 30$ to get 43,200 gallons per month. Add your normal usage to this amount, type it into the calculator, and press "calculate". So, 43,200 gallons leaked plus a normal monthly usage of 10,000 gallons would cost \$356.42 instead of the normal \$79.78 for just the 10,000 gallons. You might want to get on this one pretty quick!

Secondly, find the low hanging fruit. Remember as mentioned above, "most leaks don't fix themselves". This sounds silly but its true. The only leaks that can fix themselves are automatic valves, commonly referred to as toilets! Other automatics include pool fill valves and sprinkler system solenoids. As for toilets, these are the easiest leaks to diagnose. Do you hear a toilet running from time to time that isn't being flushed? This water adds up. A quick way to check is to put a few drops of food coloring in the toilet tank. If the water changes color in the bowl without being flushed, you have water leaking by! You may look at the water meter and it shows 0.0 gallons per minute being used but remember, the system analyses by the hour. So, if the toilet lets water by and then refills, lets water by, then refills again, and so on, the system determines that usage never dropped to zero during any given hour and will send you an alert.

I hope this helps!!!

Paul Tischler, GM