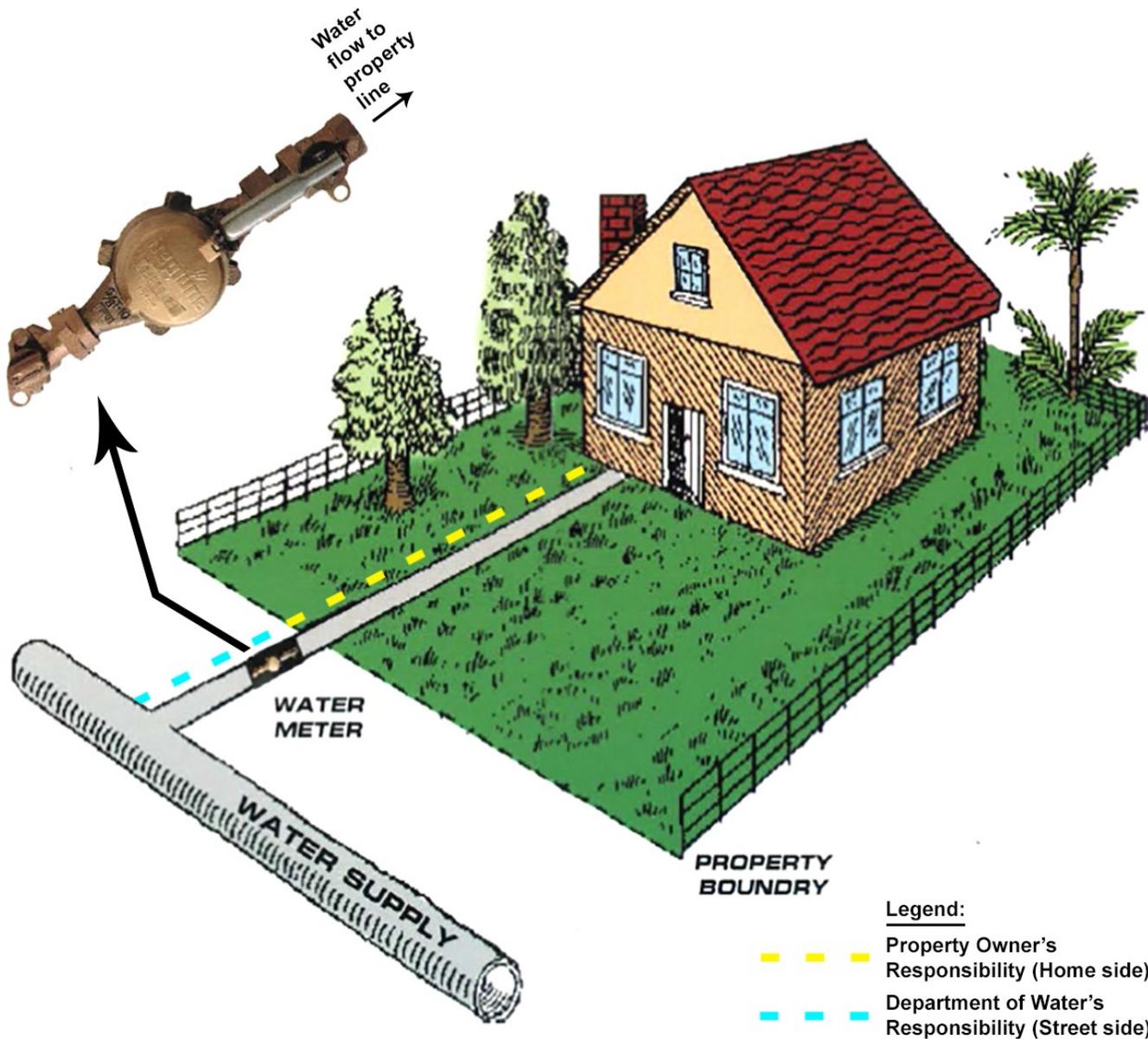


Understanding Your Water Meter



- Legend:**
- Property Owner's Responsibility (Home side)
 - Department of Water's Responsibility (Street side)

As a property owner or resident, it's important to become familiar with the water pipes and valves within your property. Water emergencies, such as leaks, happen without notice and can cause more damage and expenses if repairs aren't made in a timely manner. The following information will help you to be prepared and may save you both time and money in the future.

How to Locate Your Water Meter

Every resident should know where their home's water meter is located. Water meters are located in the front or side of a property, near the street. Meters are located in a meter box that's installed in the ground, sidewalk or driveway. To verify your water meter, look at the number on the water meter and make sure it matches the water meter number printed on your monthly water bill.

Who Owns That Pipe?

The Department of Water is responsible for pipes on the "street side" of the water meter, including all service lines and water mains extended throughout the community. The Department of Water is also responsible for the water meter and all valves inside the meter box.

The property owner is responsible for pipes on the "home side" of the water meter. (See image on back)

How to Check for Household Leaks

You can use your water meter to check for leaks. First, turn off all water faucets and water fixtures in your house. Next, locate your water meter outside. Take off the metal cover to the meter box and record your meter reading. If you immediately notice the dial moving, you probably have a leak.



How to Check for Household Leaks (Continued)

To test further, do not use water for the next 2 hours. After 2 hours, go back to your water meter and record another meter reading. If the reading has changed, then you probably have a leak.

When to Call a Plumber

Just as you maintain your house and garden on your land, property owners are also responsible for maintaining their plumbing system. This includes all interior plumbing of the house, the outside irrigation system and the area where the property's water system connects to the water meter.

If a leak occurs between the water meter and the house, or inside the house itself, it is the property owner's responsibility to repair it, and it is recommended that you call a plumber.

When to Call the DOW

If you notice a leak in the street or in the vicinity of the water meter, call the Department of Water at 245-5440 or 245-5444. If you are calling after business hours, weekends or holidays, call Police Dispatch at 241-1711. The Department of Water will be notified and will come to investigate the leak.

MAHALO!
For further information please contact:

Department of Water
4398 Pua Loke Street
Lihue, HI 96766
(808) 245-5455
www.kauaiwater.org
www.facebook.com/KauaiDOW
www.twitter.com/Kauaiwater

How to Turn Off Your Water

If you have detected a household leak and have called a plumber to make the repair, the plumber may need to turn off your water meter valve. To do this, locate your water meter box and shut off the valve on the "home side" of your meter (see image).

Make sure that you have located your meter box and are turning off your water and not your neighbor's. This is one reason why it's important to locate your water meter before an emergency situation arises.

