

Guides, Tips, and Resources: Water Consumption, Water Meter, and Checking for Leaks

DeKalb County Utility Customer Operations
Updated February 2016

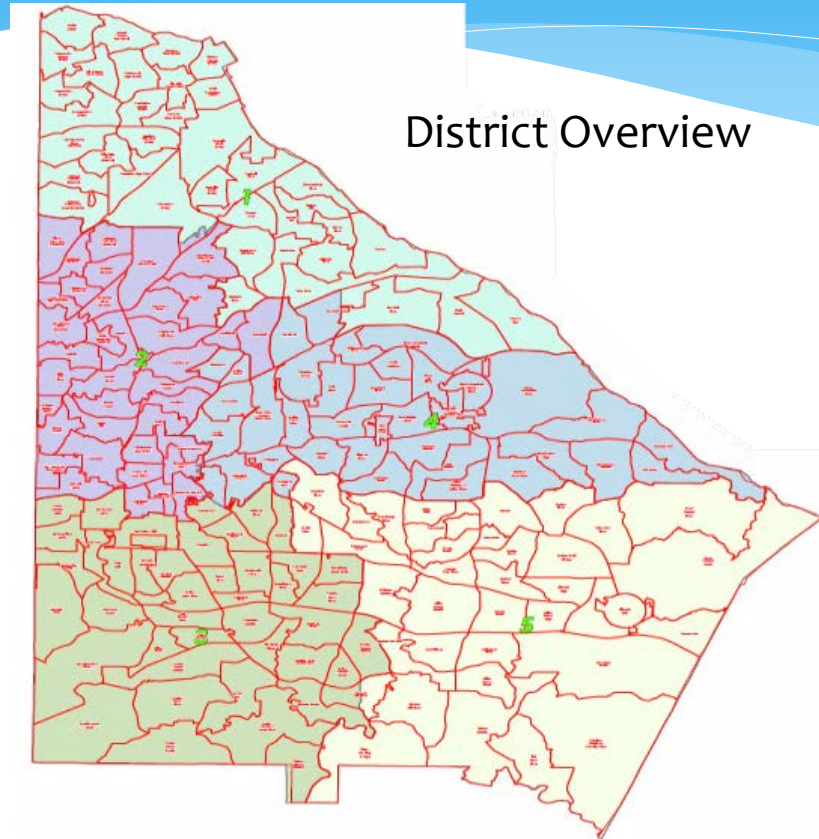


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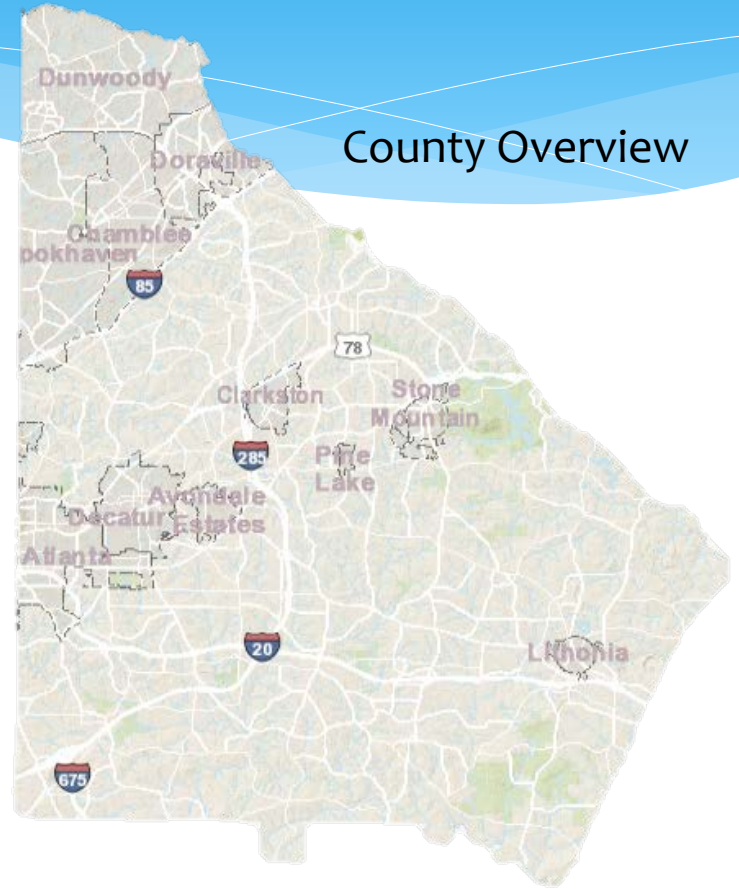
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DeKalb County



District Overview

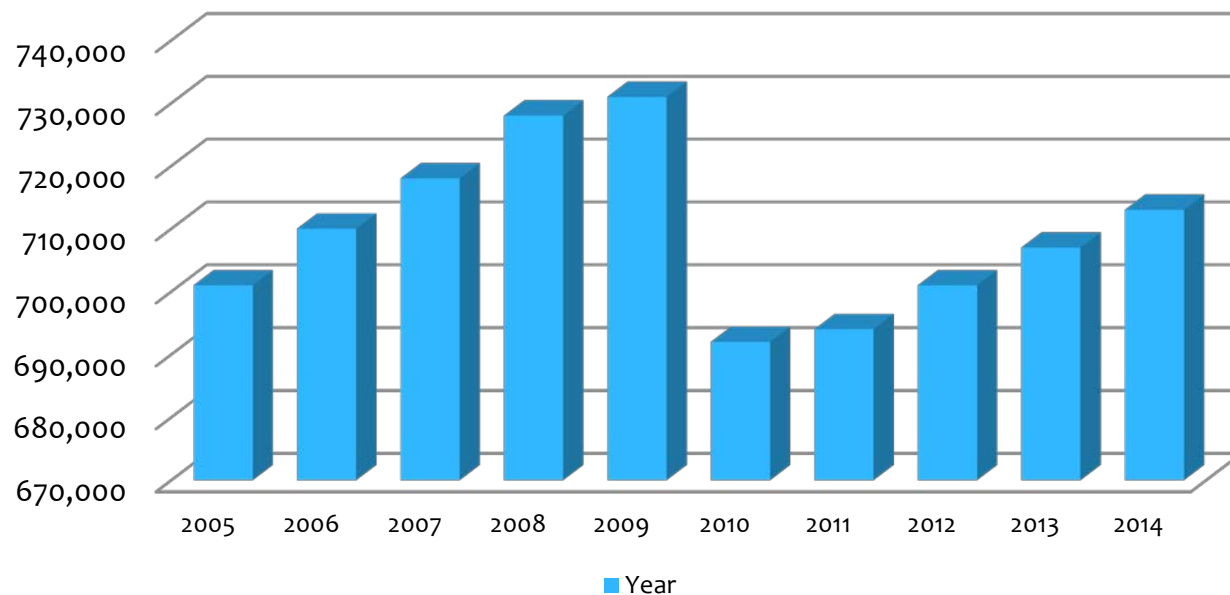


County Overview



DeKalb County Population

DeKalb County Population



Service Line Responsibility & How Do We Use Our Household Water?

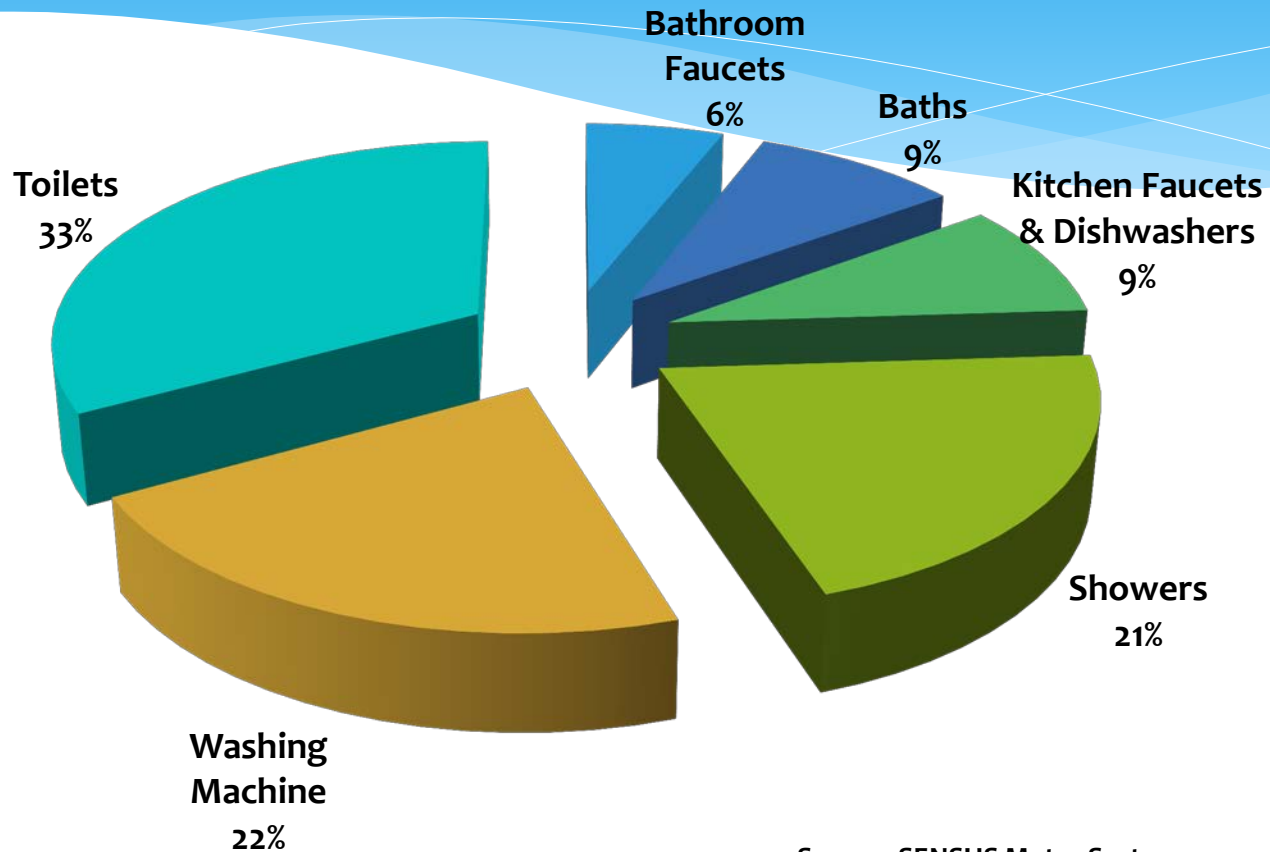
- * Service Line Responsibility
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Service Line Responsibility



Average Indoor Usage

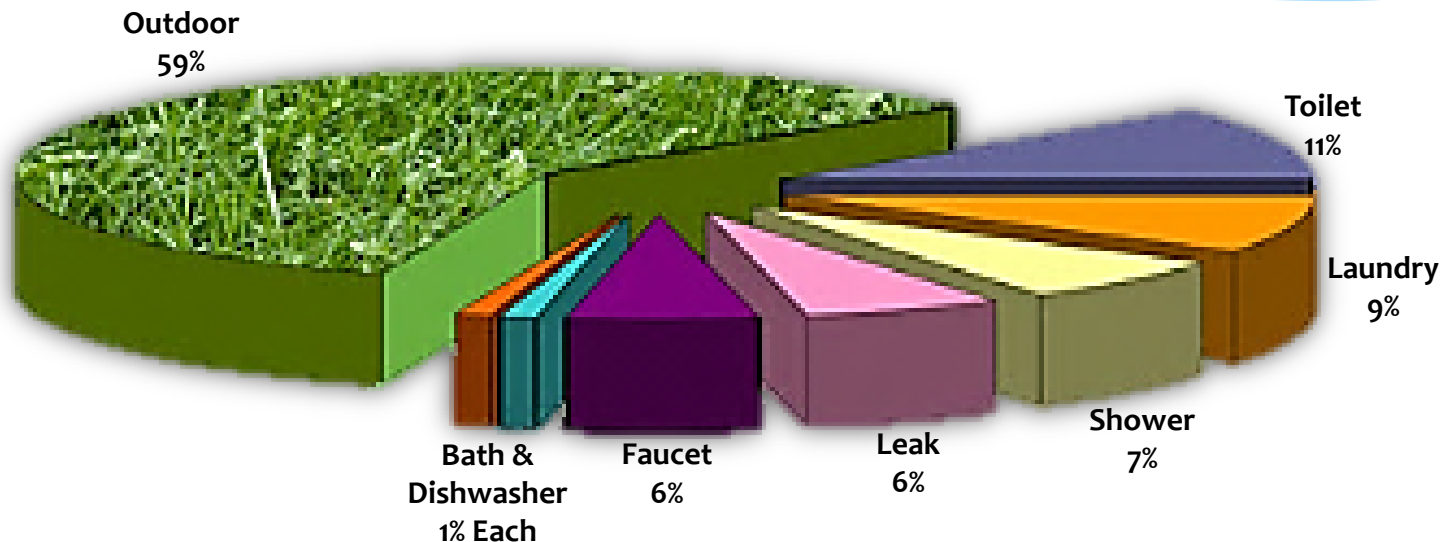


Source: SENSUS Meter Systems



Average Overall Usage Comparison

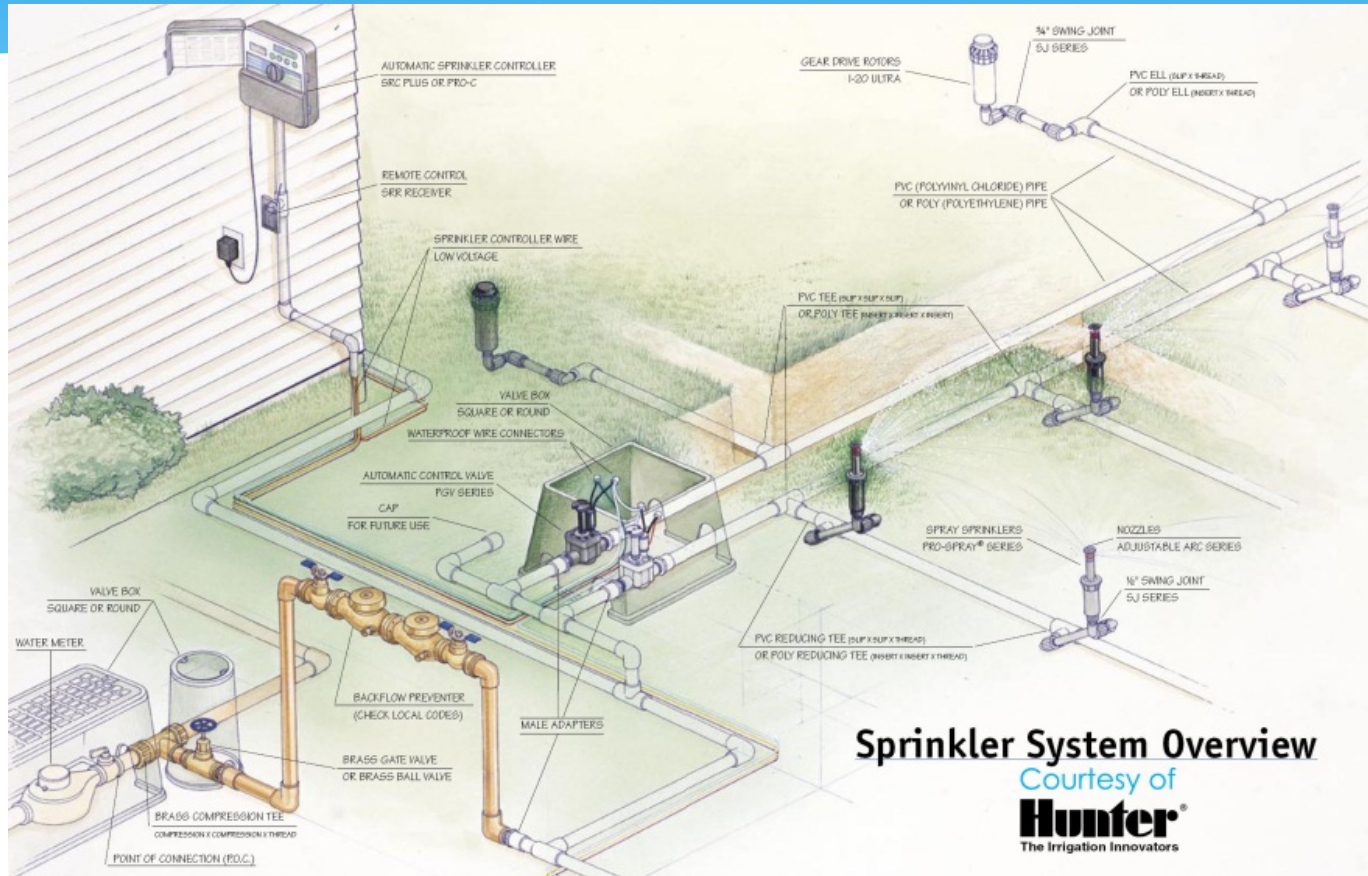
Residential Average Water Use



Source: American Water Works Association Research Foundation, End Uses of Water



Irrigation System



Calculate Your Water Use

- * Your water bill will display monthly or bi-monthly usage
- * How much water do you use?
 - * Usage Calculator: <http://www.mydropcounts.org/index.php?cID=87>
- * Water, Sewer, and Service Charges
 - * Current Rates: <http://www.dekalbwatershed.com/admin/Uploads/rates.pdf>

NOTE: The calculation generated by the usage calculator is only an estimate and is not a reflection of your current or future bill.



DeKalb County Meters

- * **Brass Meters** - mechanical meters with a dial that moves when water goes through the meter. While many residents have these meters, these meters are no longer being installed in the county
- * **Electronic Meters** – a meter with no moving parts which uses a magnetic field generated by water movement to determine the volume. They are accurate to the **hundredth (0.01)** of a gallon. They also contain an on board computer that can download usage history (**30 days from current time**) to help determine how you use your water



Durability of DeKalb County Meters

- * **Brass Meters** - can last up to 25 years or much longer
- * **Electronic Meters** – The iPERL system has a twenty (20) year life cycle, along with a twenty (20) year battery life guarantee



How are the meters read in DeKalb County?

- * **Manual readings** are made by lifting the meter lid and entering the numbers shown into the handheld device, which is then loaded into the billing system to calculate the bill amount
- * **Touch read** is a type of reading where the meter reader touches the end of their reading device to the pad on top of the meter lid and the reading and meter information are automatically entered into the reading system
- * **Radio read** is also known as a ‘drive by reading’. The meter is equipped with a transmission device that sends a signal to the reading unit in the truck
- * **Automatic read** meters have a special device, know as a Meter Transceiver Unit (MXU). These automatically send the meter reading to a fixed base unit to record the readings and meter data whenever desired or scheduled.
- * **Estimated readings** take place when it is not possible to read the meter directly. This could be in cases where a meter is covered by landscape, a car is parked over the meter, meter has been damaged, or weather prohibits gathering a read safely



How are the meters read in DeKalb County?

- * Manual readings



- * Touch read



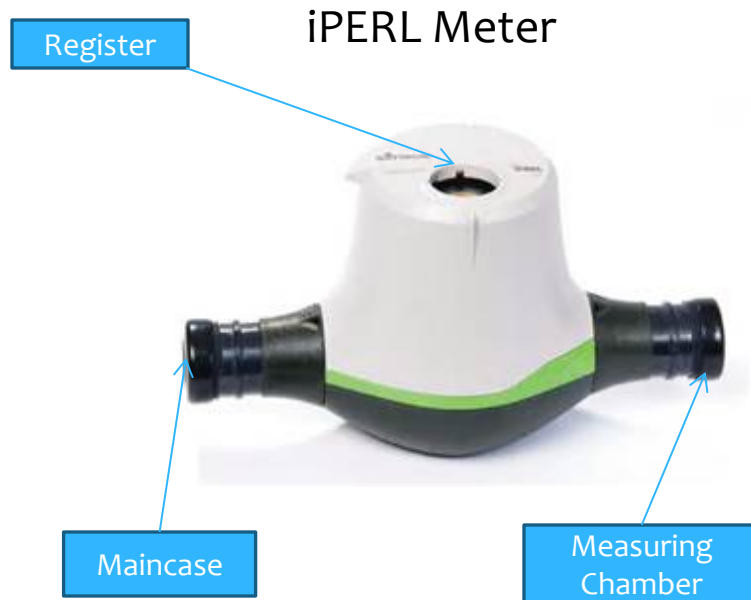
- * Radio read



- * Automatic read



What Is Inside a Water Meter?



iPERL Digital Display



✓ Read 5 Digits from the left = 100 G units

How to Read Your Meter



Thousands of Gallons

Hundreds of Gallons

Tens of Gallons

Single Gallon



How to Read Your Meter

- * Read the dial, write down all the numbers
- * Then, write down the date of the reading
- * After a period of time (*we suggest 7 days*), read the dial again and write down the date and reading
- * Subtract the first reading from the second reading
- * This is your water usage in gallons



Do It Yourself: Checking the Meter

- * Turn off all faucets and water-consuming appliances
- * Read your water meter
- * Read the water meter again after 30 to 60 minutes
- * If the reading has changed, you may have a leak
- * Also, if triangle or leak detection hand moves, you may have a leak



Indicators of Water Leaks

- * Sudden increases in your water bill
- * Water marks on floors, walls, or ceilings
- * Patches of greener grass/More grass
- * Standing water on the ground or on pavement when there has not been any rainfall
 - * This can indicate a broken underground pipe
- * A “running” toilet: A toilet which constantly has water going through the basin
- * **Keep in mind: Not all water leaks are visible**

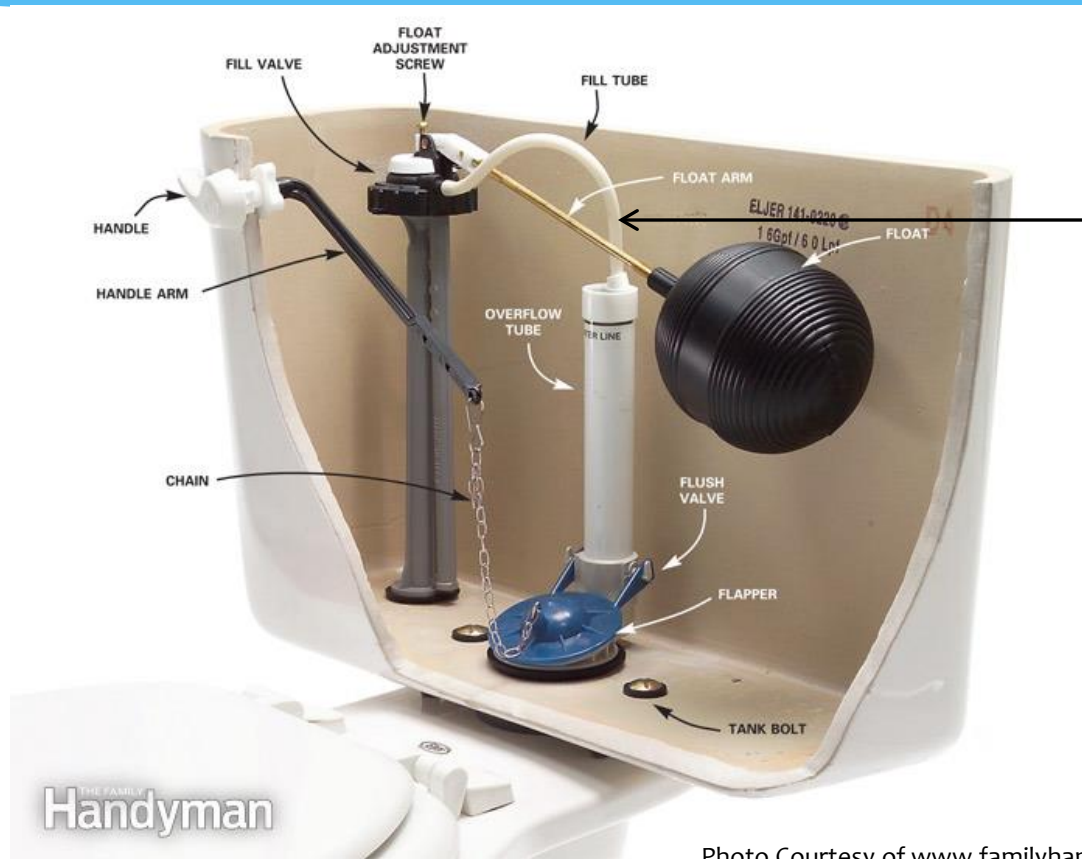


Do It Yourself: Detecting Water Leaks

- * County residents are responsible for all water running through the meter
- * If leak detected, you may need to seek a licensed source for additional help
- * Residents who are comfortable with ‘Do-It-Yourself’ home maintenance and the associated risks can perform certain leak detection and associated repairs



Parts of a Toilet



Sometimes, this piece comes off and creates a water siphon

Photo Courtesy of www.familyhandyman.com



Steps to Check for Toilet Leaks

1

- Remove your tank lid
- Flush toilet and make sure the water line is at the correct water level



2

- Drop a dye tablet or food coloring in tank



3

- DO NOT FLUSH!
- Wait 15-20 minutes. If water in basin is colored, then you have a leak.



4

- Clean toilet basin, means no leak



How to determine the cause of a leaky toilet?

- * Draw a pencil line on the inside of the tank
- * Turn off the water supply to the toilet
- * Wait 30 minutes
- * If the water level stays the same, the leak is the refill valve
- * If the water level drops below the line, the leak is the flush valve or flapper



Photo Courtesy of Fluidmaster



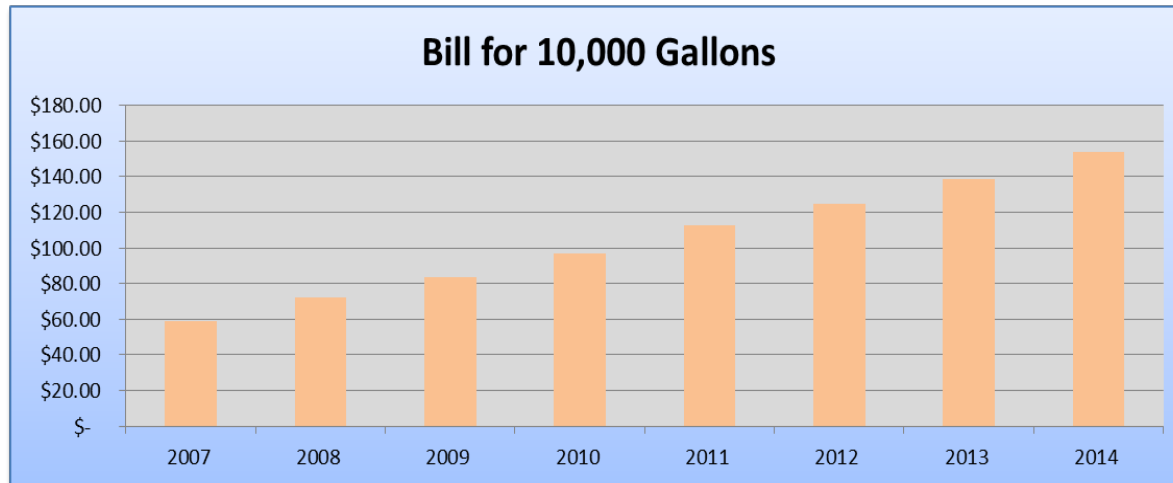
DeKalb County Billing

- * **Residential Bills** cover a sixty (60) day period - divide that bill in half to determine monthly cost and usage of water
- * **Commercial Bills** and some residential bills are sent monthly based on location, automation of the reading system, traffic congestion, etc.



DeKalb County Water Bills

- * The graph below shows how the costs have risen over time for the same 10,000 gallon usage



Graph displays constant usage and rate adjustment impact.



Authorized Payment Locations

Did You Know?

You can pay your water bill at many authorized locations around the County

Kroger

2875 N. Decatur Rd.
Decatur, GA 30033

Kroger

2205 LaVista Rd. NE
Atlanta, GA 30329

Wal-Mart

3580 Memorial Dr.
Decatur, GA 30032

Wal-Mart

1825 Rockbridge Rd.
Stone Mountain, GA 30087

Kroger

4735 Memorial Dr.
Decatur, GA 30032

Kroger

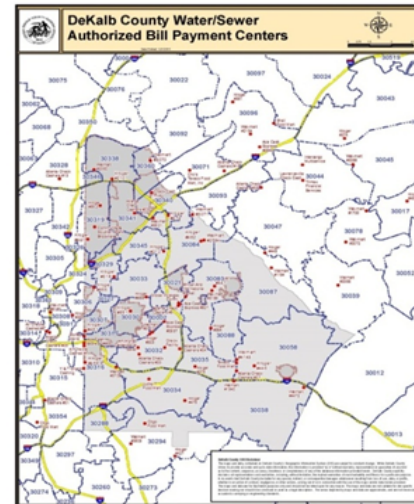
725 Ponce De Leon Ave.
STE 100
Atlanta, GA 30306

Wal-Mart

1400 Lawrenceville HWY
Lawrenceville, GA 30044

Wal-Mart

6152 Covington HWY
Lithonia, GA 30058



For a complete listing of authorized payment locations, please visit:

http://www.dekalbwatershed.com/PDF/authorized_payment_locations.pdf



Tips for Conserving Water

- * Add low-flow aerators to faucets
- * Install low volume showerheads
- * Low flow toilets
- * Full versus Partial Laundry Loads
- * Minimize shower time
- * Rain gauge in the front and backyard



10 Ways to Save Water at Home

1. Fix leaks as soon as you notice them
2. Don't leave the tap running needlessly
3. Check your toilet for leaks
4. Use the dishwasher and washing machine only when full
5. Replace older toilets and showerheads with high efficiency models
6. Choose new appliances wisely
7. Scrape dishes before washing them
8. Only water plants when necessary
9. Reduce the amount of lawn in your yard and landscape with plants or plants well adapted to our region
10. Adjust sprinklers, so only your lawn is watered and not the house, sidewalk, or street

Source: DeKalb County Department of Watershed <http://www.mydropcounts.org/ways-to-conserve/>



Take the Pledge

- * Take the Water Conservation Pledge
 - * Website: <http://www.mydropcounts.org/pledge/>



Toilet Rebate Program

- * This Program was created for DeKalb County water customers to assist in replacing old toilets with low efficiency toilets to conserve water and money
- * Toilets being replaced must have been installed prior to 1993
 - * http://www.dekalbwatershed.com/toilet_rebate.htm



Additional Resources

For general information on water conservation

- * <http://www.mydropcounts.org/index.php?CID=1>
- * http://eartheasy.com/live_water_saving.htm
- * <http://wateruseitwisely.com/100-ways-to-conserve/>
- * <http://www.awwa.org/resources-tools/public-affairs/public-information/dripcalculator.aspx>

