

The best way to determine if you have a leak in your plumbing system, is by first checking your water meter.

If you do not know where your meter is located you can call Customer Service to get your meter location.

Hilo Office	345 Kekūanaō‘a Street, Ste. 20	808-961-8060	M-F: 7:45a-4:30p
Waimea Office	65-1234 Opelo Road	808-887-3030	M-F: 7:15a-3:15p
Kona Office	78-6717 Māmalahoa Hwy	808-322-0600	M-F: 7:15a-3:15p
Ka‘ū Office	95-6041 Māmalahoa Hwy	808-929-9111	M-F: 6:30a-3:00p

Email: dws@hawaiidws.org

How to detect for LEAKS

Finding
& fixing
LEAKS
will...

**LOWER your
water bill &
SAVE water
for future
generations!**



Use your water meter

- 1** Make sure no water is being used inside or outside of your house.
Locate your water meter and check the leak indicator to see if it is moving. Depending on the brand of your meter, the leak indicator could be a small triangular shaped dial or a small silver wheel that rotates when water is flowing through the meter. If the dial is moving, chances are, you have a leak.
- 2** Or, you can also take a meter reading and wait 1 or 2 hours and take another meter reading (make sure no water is used during this time). If the reading has changed, you have a leak.
- 3**

After you have determined that you have a leak, the next step is to determine if the leak is inside or outside of your house.

- 1. Locate your home's main shut off valve and shut off the water at the valve.** Typically, you will find the shut off valve in the basement or garage directly behind an outdoor faucet, or outside below an outdoor faucet.
- 2. Again, check the leak indicator for movement or use the meter reading method, making sure not to use any water during this period.** If the leak indicator stops moving or there is no change in the meter readings, then you have a leak inside of the house. If the leak indicator continues to move or there is a change in the meter readings, then the leak is outside between the meter and the house.
- 3. If you are unable to locate the leak, you may need to call a plumber.**

For more information, visit our website at:
www.hawaiidws.org



County of Hawai'i
DEPARTMENT OF WATER SUPPLY

KA WAI A KĀNE - *Water, Our Most Precious Resource*

