

La Mesa Water Cooperative

WaterGram – June 2018

Detecting Water Problems

Since the new "smart" water meters let you look at your water use on a daily and even hourly basis, you can see a problem in a day or two, rather than sticker shock when you get an unexpected bill at the end of the month. There are three simple steps:

- Sign up for EyeOnWater
- Set a leak alert
- Regularly check for unusual use

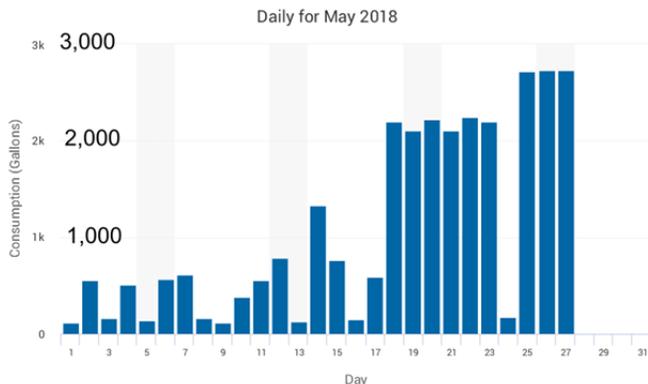
EyeOnWater Leak Alert

You can have EyeOnWater tell you when it detects what may be a leak. This can come to you as an email and/or cell text message. And you can have those sent to multiple devices or people.

What EyeOnWater considers a leak is continuous flow every hour for 24 consecutive hours. The alert threshold is in gallons per hour, and NOT gallons per day. Since most of us don't intend to have water running overnight, a threshold of 0.1 gallons per hour is reasonable, and will trigger even on small leaks.

EyeOnWater Example #2

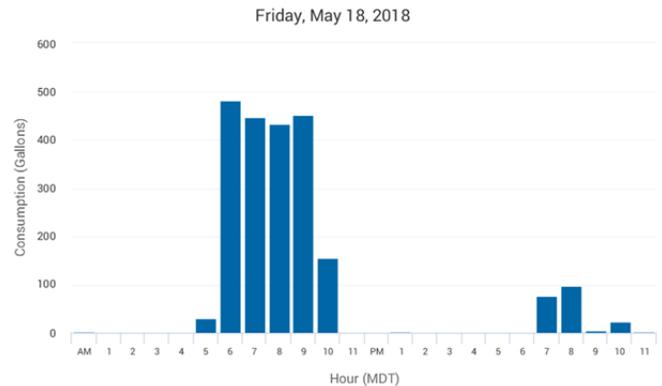
Here is an example of a problem that did not trigger an EyeOnWater leak alert, but is fairly apparent by looking at the monthly and daily charts.



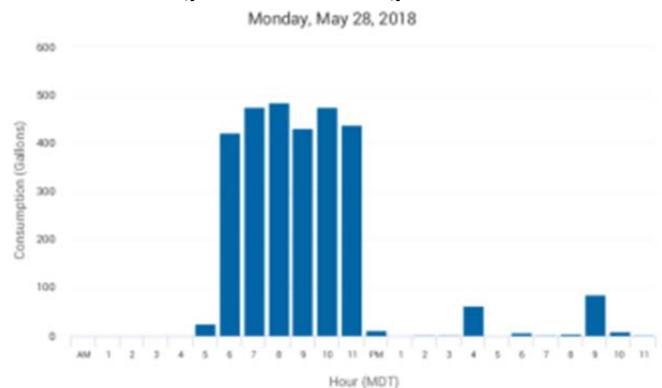
For the first several weeks in May, daily use was either about 150 or 550 gallons.

Then starting May 18, daily use jumped to about 2,200 gallons, dropped to 177 on May 24, and then back up to about 2,800 gallons.

This chart shows hourly use for May 18:



The hourly chart for May 28 is similar:



These charts show a pattern: every day, from about 6 AM through 11 AM, something caused about 400 to 500 gallons to be used each hour. Then hourly measurements show normal household use or zero.

Suspect: Irrigation system

Since some hours each day had zero water flow, EyeOnWater did not consider this a leak, so it did not issue a leak alert. Only by looking at these charts, and knowing what is expected, can someone see that there is a problem.

Keep in mind that a problem can happen that will not trigger an EyeOnWater alert. So it's important to regularly look to see that your use is what you intend.

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