



CITY OF LAKE OSWEGO
FINANCE DEPARTMENT
380 A Avenue
PO Box 589
Lake Oswego, OR 97034
utility@lakeoswego.city

Is there a Leak? - Here are steps to check if you have a leak:

- Turn off all water sources being used in the house or any water features in your yard. Locate the water meter on your property.
- Remove the meter box lid and lift up the metal cover on the meter and locate the red triangle on the face of the water meter. If your meter does not have a red triangle, make note of the location of the needle on the meter.
- Check to see if the red triangle or needle has moved after one minute.

If you have all of your water off in the house/yard and the red triangle is spinning or after five minutes the needle has moved, a leak is present somewhere on the property side of the meter. Also, if you still feel that you might have a leak, you can look at the meter when you go to bed and then look first thing in the morning (making sure no one uses water in that time). If you have a bad leak it can be seen pretty fast. If it is a smaller leak, like a small leak in the toilet, it may take more time to see it in the meter.

Finding the Leak – Isolate the line that runs from the house to the street. Follow these steps:

- Turn off the water valve at the house and at the backflow device (for the irrigation/sprinklers.)
- If the red triangle/needle is turning there is a leak in the service line.
- If the red triangle/needle is not moving turn the backflow device back on and check the meter again. If the red triangle/needle is turning there is a leak in the irrigation/sprinkler system.
- If the triangle/needle is not spinning at this point, turn the backflow device off and turn the water valve at the house back on.
- If the triangle/needle is spinning there is a leak in the house.
- When done, turn on the water valve at the house and at the backflow device (for the irrigation/sprinklers).

Where to Look for a Water Leak

Check your house for leaking toilets (ex. a toilet flapper not tightly fitted), faucets dripping, look under sinks/fixtures and in crawl spaces. You may also want to check your faucets and hose connections for leaks and examine any outdoor water features for drips. Inspect pipes for pinhole leaks, leaking joints, etc. Check around your house for puddles of water or investigate your property for soft spots. Listen for the leak. In pipes with 30 PSI or higher water pressure, there may be a “Hiss” or “Whoosh” sound indicating a leak may be present.

Who to Contact When You Have Determined You Have a Water Leak

If you need assistance locating or repairing a leak you have several choices depending on

your particular situation. Some people can dig up the suspected area and even fix their own leak. This is your choice and could help eliminate expensive repair costs. You could also hire a professional. Leak detection companies, plumbers or even sprinkler repair businesses can fix leaks and these companies can easily be found in the phone book or online.

Leak Adjustment Process:

After your leak has been repaired and you have been billed for the high consumption, you can submit a leak adjustment application form available at www.lakeoswego.city/leak. Leak adjustments are reviewed by comparing the same consumption time a year prior. After the adjustment review is complete, you will receive a phone call with the results. Meanwhile, please be sure to pay any outstanding invoices by their due dates to avoid discontinuation of service and additional charges. Should the review result in qualifying for a leak adjustment, a credit will be applied to your account upon approval.

We appreciate your attention to this matter. If you were already aware of the leak, and have completed any necessary repairs, we apologize for any inconvenience this letter may have caused you. Please feel free to contact us at utility@lakeoswego.city or 503-635-0265 if you have any additional questions.

Sincerely,
Utility Department