



LEAK PREVENTION AND WATER CONSERVATION TIPS

Over the past year, Bocilla Utilities has had customers with water bills in excess of \$5,000.00 for incidents related to irrigation, swimming pool and plumbing leaks in unoccupied and unattended homes.

Florida Public Service Commission states, "It is important to have leaks repaired because the customer, not the utility company, is responsible for any leaks on the customer's side of the water meter. If the leak is on the customer's side of the meter, the customer can be billed for the consumption of water and any other related wastewater charges. The company is under no obligation to show how the water was consumed once it has passed through the meter. The company is obligated to make sure the meter is working correctly and that accurate readings are being taken".

To prevent this from happening to you, and to encourage water conservation, the utility has the following tips and recommendations:

1. *Install two (2) shut off valves.* The first one should be located at the home; the second on the homeowner's side of the meter. If you currently do not have two shut off valves, a licensed plumber can install them for you. It is highly recommended both be turned off whenever the property is going to be unoccupied and unattended. This is the best way to ensure there is no unknown water usage in your absence.
2. *Have the property checked regularly.* Secure someone who will regularly visit the property to verify the water has remained off or has been shut off after a guest. They should thoroughly check the home inside for running toilets and leaky faucets, and outside for running hoses (especially on docks and pools), irrigation malfunctions and plumbing leaks in the yard. They should also check the meter during each visit to record and compare meter readings, and to determine if the meter dial is spinning.
3. *Explore and consider Technology.* If you must leave the water on during your absence due to a swimming pool or irrigation, with today's technology, there are a number of ways (in addition to securing someone to visually check your property regularly) for you to remotely monitor your home 24/7. One such example is a smart home water monitor from Streamlabs <https://streamlabswater.com/> or Flo <https://meetflo.com/>. This type of device can easily be installed on the main water line, on the homeowner's side of the meter, and monitored by way of a smart phone app.
4. *Learn more about conservation at:* <https://www.epa.gov/watersense> The United States Environmental Protection Agency (EPA) has sponsored WaterSense, a voluntary partnership program. WaterSense is both a label for water-efficient products and a resource for helping you save water.

As always, should you have any questions, or if the utility can be of any assistance whatsoever, please do not hesitate to contact us.

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