

Checking for Leaks with AMI

The Alameda County Water District (ACWD) has installed Advanced Metering Infrastructure (AMI) – A new technology that reads your water meter remotely and alerts you to possible leaks.

Finding and fixing leaks as soon as possible can avoid surprise water bills or property damage.

Leak Alerts

Leak alerts are automatically sent out via email and/or text when your water usage reaches an ACWD defined trigger.

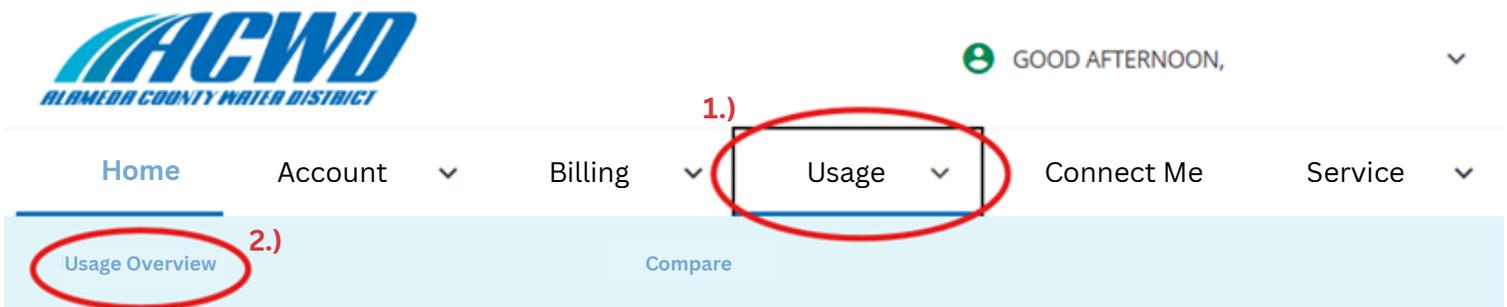
To view your leak alert notification, log in to the portal and click the  bell icon in the top right corner. Your inbox will show the notices and their dates.

If you received a mailed letter, you are not registered for the portal.

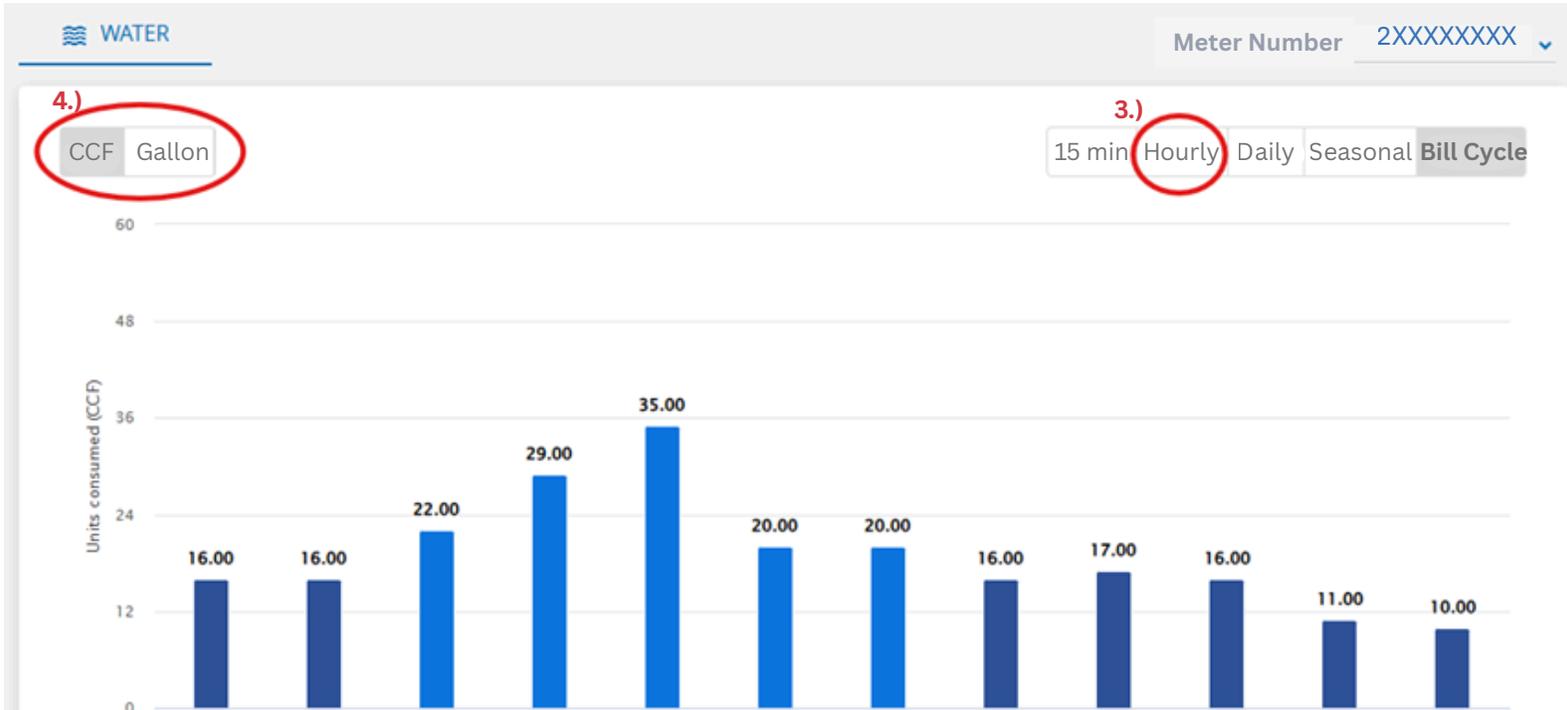
Please register at portal.acwd.org.

To check for a continuous flow/leak:

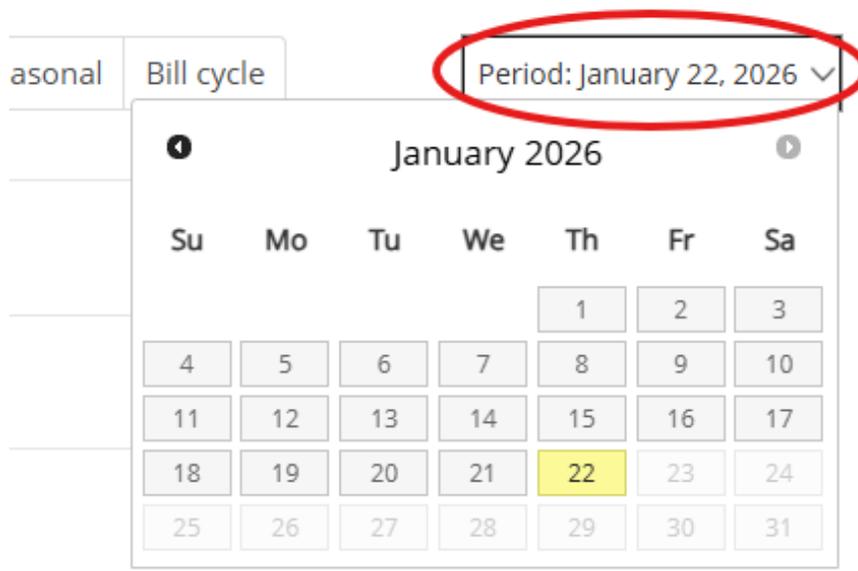
- Log-in to the My Smart Water Connect Portal (portal.acwd.org)
- Select “Usage” from the top toolbar then “Usage Overview.”



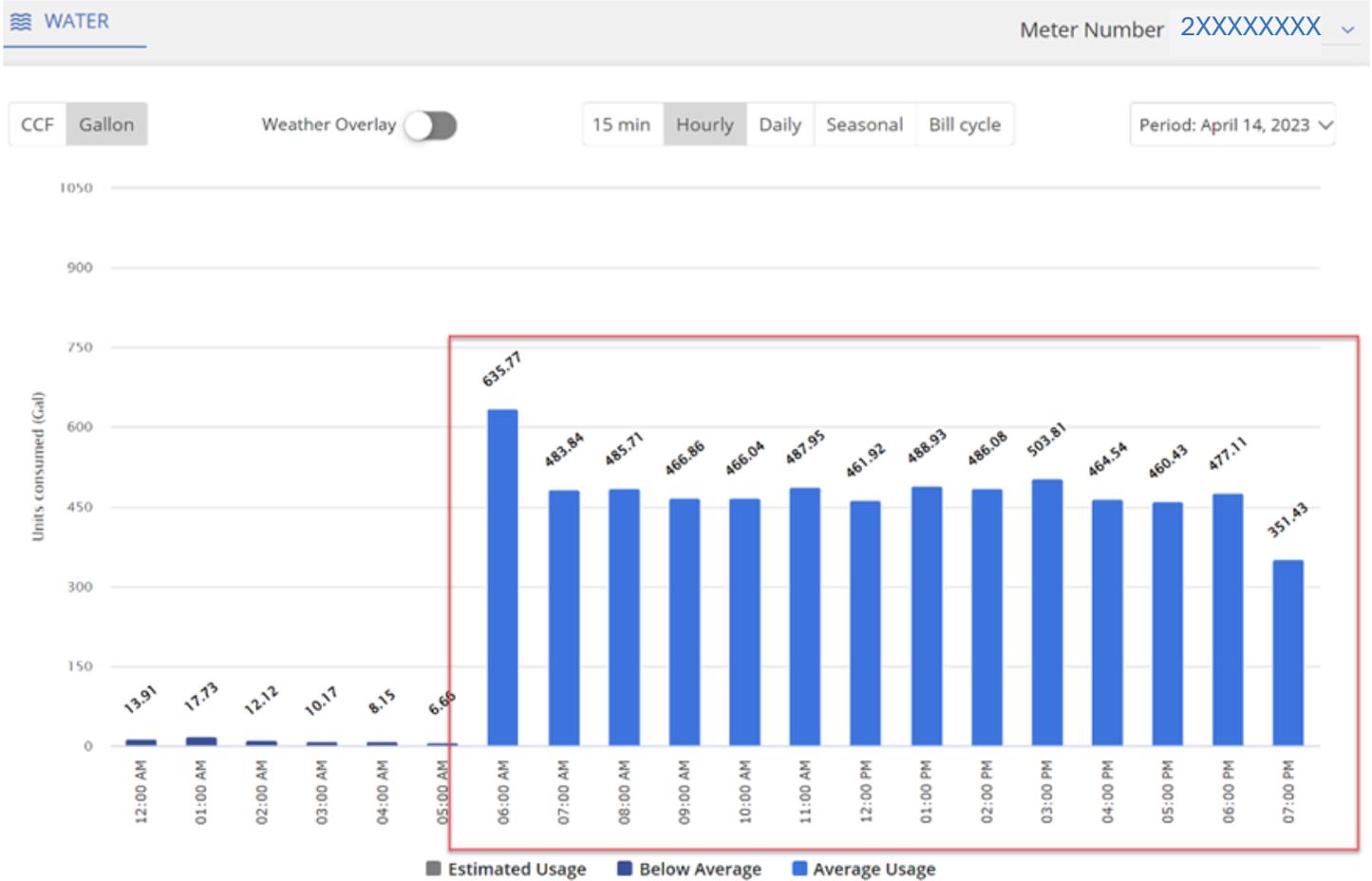
- Select the “Hourly” interval for the date you suspect a leak. Switch the units to gallons if preferred.



- If you notice water is being used every hour, it is likely that you have a leak.
 - Residences usually have zero consumption periods, especially at night or when no one is home, unless there is a device constantly using water (e.g., fish tank, ice maker, medical device) or a large household.
- Note: The Usage screen defaults to the current date. To see why the alert was sent, select the day before the notification date from ACWD.



- Example of a continuous consumption/leak:

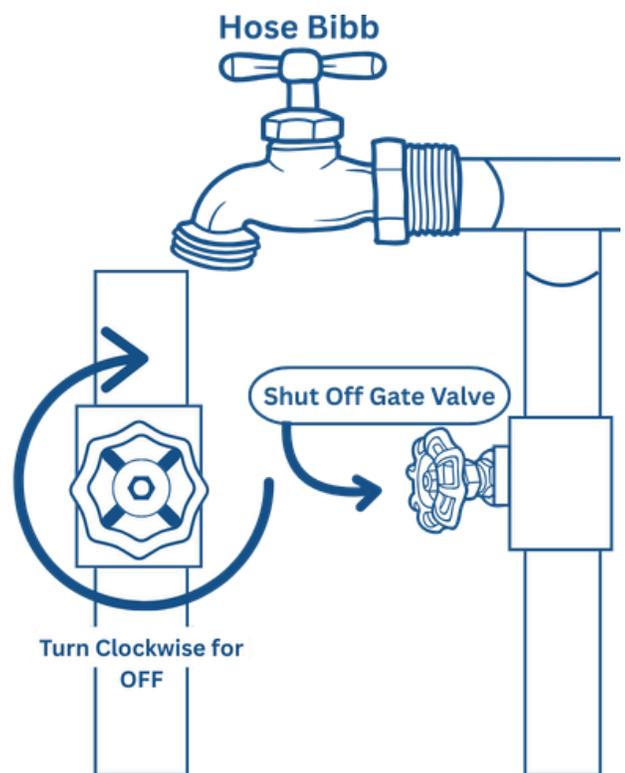
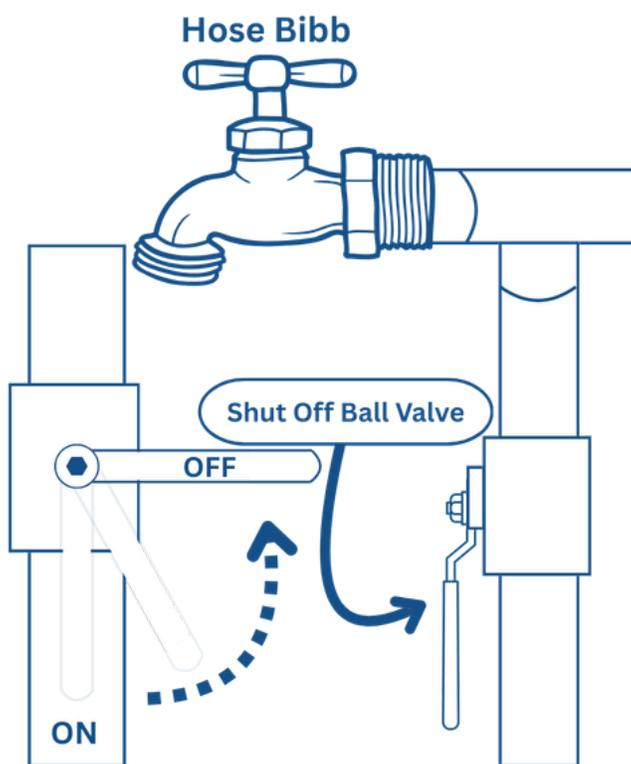


- Example of customer with periods of zero use indicating no leak/continuous flow:



Perform a Leak Test

1. Locate your house shut-off valve (usually in the front yard near a spigot).
2. Turn the valve off and note the time. For best results, leave it off overnight.
3. Check Valve Function
 - a. If the valve won't turn or spins freely, it needs repair or replacement by a plumber.
 - b. After shutting off, turn on a faucet inside your home. If water still flows, the valve isn't working properly.
4. Verify Water Usage On Portal
 - a. The next day, log in to the portal (portal.acwd.org) and check your usage for the time the valve was off (data refreshes every 6–8 hours).
 - i. Usage during shut-off: Leak is likely outside
 - Possible leaks include in the service line between your home and the meter or your irrigation system. If you have a separate irrigation shut-off valve, try the same isolation test.
 - ii. No usage during shut-off : Leak is likely inside your home.
5. Need more help? Contact a certified leak detection or plumbing service.



Most Common Leaks

Toilets!

Toilets are the #1 cause of indoor leaks, and can silently waste hundreds of gallons per day.

Test: Add a dye tablet or food coloring into the tank. DON'T FLUSH. Wait 20 minutes. If color appears in the bowl, you have a leak.

Fix:

- Flapper: Replace if 5+ years old
- Fill Valve: Water level should stop about a ½ inch below the overflow pipe. Adjust the float screw if needed.

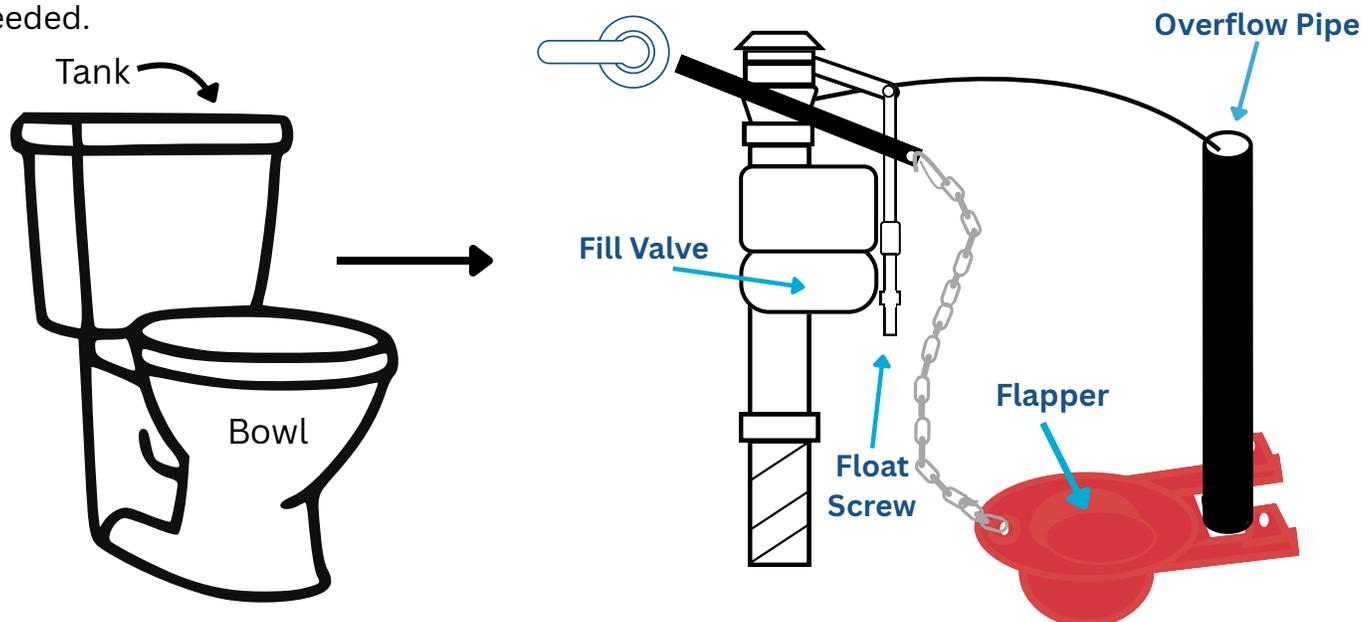


Illustration for reference only. Parts may vary.

Sprinkler/Irrigation System

Look for:

- Extra green grass or moss near sprinkler = leak
- Dry patches = broken sprinkler head
- Wet/Muddy Spots = old or cracked parts
- Leaking irrigation valves

Fix:

- Dig around to inspect
- Clean or replace old valves and seals



Other Places to Look:

- Service Line Leaks: Wet spots or unusually lush areas between the meter and your house
- Slab Leaks: Warm floors + high gas/energy bills = possible hot water pipe leak under concrete
- Water Softeners: Faulty settings or parts can make them run non-stop
- Pool Fill Valve: Stuck open = constant water fill

High Usage Alerts

A continuous consumption pattern may have triggered this alert. Check the previous section to confirm if you have a continuous consumption.

If no continuous flow is found, review your usage patterns in the portal to identify when high consumption is occurring.

Common Causes of High Usage:

- Sprinkler/Irrigation Systems
 - Leaks: Inspect sprinklers and irrigation lines while the system is on.
 - Timers: Look for hidden programs or extra start times. Older timers may reset after power outages, watering 7 days/week!
 - Check out our Weather-Based Irrigation Timer Rebate:
acwd.org/rebates
 - See Outdoor Water Saving Tips: acwd.org/outdoortips
- Toilets
 - Intermittent toilet leaks or “ghost flushing” may not show as a continuous flow. Perform a dye test to confirm.

Personalized High Usage Alerts: Create customized high usage alerts for daily and monthly consumption. To activate these alerts, visit the portal, click on the “Usage” tab, scroll down and find “manage usage alerts”.



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