

## **ROCKINGHAM COUNTY WATER LEAK POLICY AND TESTING FOR LEAKS**

As a customer of Rockingham County, we wish to make you aware that we read the water meters once every (2) months. We do this to keep our operating cost down so water can be sold to you at the cheapest possible price. We purchase our water from the City of Reidsville and sell it to our customers. Our policy on water leaks is as follows: Water usage is based on the amount of water that passes through the meter located at your residence or business. Rockingham County is responsible for the feeder line up to the meter and the meter. THE WATER LINE THAT LEAVES THE METER IS THE TOTAL RESPONSIBILITY OF THE CUSTOMER. THE CUSTOMER INCURS ANY LEAK, LARGE OR SMALL THAT OCCURS BETWEEN THE BIMONTHLY READINGS. To help our customers avoid large bills due to leaks, we recommend that you read your meter and test your system often to detect any leaks. The following instructions should aid you with this:

- MAKE SURE ALL WATER IS TURNED OFF IN YOUR HOUSE.
- LIFT THE COVER ON YOUR METER. (BE SURE TO REPLACE THE COVER WHEN FINISHED).
- INSIDE YOU WILL SEE A DIAL WITH AN ARROW INDICATOR THAT READS 1-0(1-10 GALLONS. ALSO, ON THE DIAL IS A SERIES OF (6) **NUMBERS**. THESE NUMBERS RECORD THE TOTAL GALLONS TO DATE THAT YOU HAVE USED. THEY READ LEFT TO RIGHT, AND APPEAR ON YOUR BIMONTHLY BILL.
- TO TEST FOR LEAKS, SIMPLY WATCH THE DIAL OVER A PERIOD OF TIME. IF THE ARROW INDICATOR MOVES, YOU HAVE A LEAK.
- IF YOU DISCOVER THAT YOU HAVE AN EXCESSIVE LEAK, THE WATER TO YOUR HOUSE MUST BE TURNED OFF AT THE METER, SO YOU CAN MAKE REPAIRS ON YOUR LINE AND AVOID A LARGE WATER BILL.

**CONTACT ROCKINGHAM COUNTY AT 342-8407 TO TURN THE WATER METER OFF.**

- ROCKINGHAM COUNTY RECOMMENDS THAT ALL WATER LINES HAVE A PRESSURE REDUCTION VALVE. THE PRESSURE REDUCTION VALVE AND INSTALLATION ARE THE RESPONSIBILITY OF THE CUSTOMER AND CAN BE INSTALLED ON YOUR LINE BY A PLUMBER. THIS DEVICE WILL KEEP YOUR LINES SAFE FROM THE HIGHER PRESSURES OUR LINES SOMETIMES HAVE.
- A DROP IN WATER PRESSURE SOMETIMES INDICATES LEAKS. LOOK FOR WATER BUBBLING OUT OF THE GROUND OR STANDING IN THE AREA OF YOUR WATER LINE. ALSO, WATCH FOR WATER RUNNING ALONG THE GROUND IN AREAS THAT ARE USUALLY DRY. HELP YOUR NEIGHBOR OUT; WATCH FOR SIGNS THAT HE MIGHT HAVE A LEAK AND REPORT IT TO ROCKINGHAM COUNTY AS SOON AS POSSIBLE.

Rockingham County  
Environmental & Engineering Services  
Governmental Center  
371 NC 65, Suite 200  
Wentworth, NC 27375, Suite 200

Mailing Address:  
P.O. Box 211  
Wentworth, NC 27375  
(336)342-8407  
(336)342-8240