

# Service Line Leak



TYPES OF LEAKS

## Types of Leaks: Service Line Leak

### **CATEGORY TYPE: SERVICE LINE LEAK**

A service line leak is the most common type of leak that occurs in the City. A service line leak can range from a leak that is bubbling out of the ground very slowly and creating a puddle of water, to one that is running strong enough to cause roadway damage, and is creating a large stream of water in the roadway. An example of a service line leak is below:



### **HOW LEAK IS FIXED:**

Repair crews respond to each reported service line leak to identify if the leak is the City's responsibility or that of the customer. The City is responsible for any water leaks from the service line to the water main. The customer is responsible for any water leaks from the water meter to the house and any leaks on their own property. If the leak is on the customer side then it is the customer's responsibility to contact a repair company and have work performed (a notice will be left on a customer's front door if the leak in question is their responsibility).

A safety cone is placed on or near the leak to identify that it has been checked by personnel and placed on the City's list to be repaired. The City contacts Utility Line Spotters (marking for utilities such as telecommunications, power, gas, etc.), which is done for all leaks as required by State Law. All utilities are allowed 48 hours to spot their lines before the City's repair crews can work on a non-emergency repair.

These types of leaks are prioritized based on possible damage. Service line leaks in roadways are typically addressed before yard leaks in order to minimize the damage to the roadway and reduce traffic-related issues. If there are multiple leaks with the same severity they are fixed in order that they are reported. Sometimes these leaks are pushed back in priority if there is a water main break.