



[date]

[Name]

[Address]

[City], [State] [Zip]

SUBJECT: Continuous Water Flow Notice

Re: [Address] - Account Number: [Account Number]

We wanted to let you know that on the date of this letter, your water meter is showing a continuous flow of water. This means you may have a leak. This is a courtesy notification so you can take action.

Since homeowners are responsible for all water use including its cost, even if it results from a leak, it's important to investigate the cause of the continuous flow. While city staff won't visit your home, we can offer the following tips.

First, you can check your water meter to confirm the continuous flow. Your water meter is inside your home and has two indicators showing water use. Here's how to check it:

- Step 1 Open the black cap on top of the meter.
- Step 2 Shine a flashlight on the solar panel for at least a minute until the screen below appears. (Use a flashlight, not a smartphone – the smartphone light isn't strong enough to activate the panel.)
- Step 3 The screen below the solar panel will then display the current water meter reading in gallons.
- Step 4 It will also flash other indicators such as "Leak" or "Rate of Flow." If you see a faucet (shown on right) this indicates an intermittent flow (flashing faucet) or continuous flow (faucet light stays on). The rate of flow should be 0.00 if there is no water flowing through the meter.



If you confirm there is a leak, the next step is to find it and fix it. Common leak sources are:

- Toilets
- Water softener malfunctions
- Indoor and outdoor faucets
- Humidifiers attached to furnaces
- Irrigation systems

Check these out first. Often a leak may be more audible than visible, so listen carefully for water flow or leaks. Once you find the leak, you may be able to fix it or you may need to hire a professional. If you can't find anything, you may want to hire a plumber to investigate.

Again, this is a courtesy notification. If you discover an issue and repair it, use the same leak and rate flow indicators on your water meter to confirm it has actually been resolved. You may disregard this notification if you feel there is no concern.

Contact Osseo Public Works at 763 425 5741 or nwaldbillig@ci.osseo.mn.us