

# Water Main Leak



TYPES OF LEAKS

## **Types of Leaks: Water Main Leak**

### **CATEGORY TYPE: WATER MAIN LEAK**

A water main line break is the first priority for repair crews because this type of leak impacts a customer's water service, generates the most water loss, and can cause water-related damage. An example of a water main leak is below:



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

Repair crews respond immediately to the reported main break to evaluate the extent of the break and expedite the repair work. The crews isolate the water main so that no further damage will be caused and further water loss will not occur. Please be advised that in some instances, loss of water service in the area nearby may occur until the water main is repaired.

The City then contacts emergency Utility Line Spotters so that all utilities, such as telecommunications, power, gas, etc., in the roadway can be marked in the area prior to the area being dug up (emergency line spotters are allowed two hours to spot their lines before crews can start excavation/repair work). Barricades are brought in if the roadway needs to be closed.

Once a main break has been reported, crews will create a work order for the street paving repair. The street repairs are typically contracted out for repair and are fixed once the main break has been repaired. The weather and number of other repairs pending to be made will impact the time it takes for work to take place.