



## HOW TO ADDRESS WATER LEAK ISSUES

The following information is provided to assist you in the event that you feel that you may have an external water leak in the common area property of your townhome.

**1st step:** Call the City of Flagstaff Water Services Emergency line at 928-774-0262 to report a potential leak and to schedule an inspection.

**The following information was provided in the Flagstaff Winter 2019 edition of CityScope:**

**LEAK DETECTION REACHES A NEW LEVEL THROUGH GIS TECHNOLOGY** **It's Just a Simple Leak, Right?** When addressing mystery water leaks, there is more than meets the eye for Water Services staff. The source of a leak can be very evasive. Leaks sometimes just disappear, or expand and contract. Water can actually surge up from our groundwater. Often, the damage originates in a different location from where the water surfaces. There could also be leaks at private connections.

Keeping track of the water distribution system just got easier. Water Services has employed a new tool for tracking the water piping system where the leaks in the system are detected and can even provide an estimate of how much water is leaking. This allows the Distribution Crew to prioritize their work and maximize efficiency.

So far, we've surveyed 98 miles of distribution system this year alone (480 miles over the past 4 years), logging in the conditional assessment of valves, hydrants and meters throughout the city. Pipeline leaks and breaks can be detected without disturbing our streets-until we're ready to actually perform repairs. We can even document locations and equipment condition with photos and field notes. This is an invaluable tool for our field crews, who are able to update their work in real time, using a tablet-collector software app.

When a leak is reported, crews have the capability to review the location and equipment condition recorded with photos of the last assessment. We now have several years of data collected, identifying where consistent problems occur to find a long term solution.

While the use of GIS technology to diagnose underground problems doesn't always look like a construction project, City employees are still monitoring and maintaining our community's infrastructure. If you have questions about work being done in your neighborhood, call us at 928-213-2400.

If you suspect a leak, please call the Water Services Emergency line at 928-774-0262. To learn more about on-going and planned projects, visit our Capital Improvements Page on the City website.

**Elk Run Townhome Community Guidelines for Residents:** Water line leaks may be the responsibility of the Owner, the Association, or the City, depending on where the leak occurs. The Association will be responsible for the underground water line between the City shut-off valve/meter and the Homeowner shut-off valve, generally located near the outside wall of the townhouse. The townhome shut-off valve is the responsibility of the Homeowner since the Homeowner controls the use of this valve. In the event the townhome does not have a shut-off valve outside of the townhome, the Association will cover water leak repairs up to the location where the water line enters the townhome (when in common space). The Association is not responsible for repairs to a hose bib on the townhouse. The City of Flagstaff is responsible for the City valve/meter and upstream water line.

*If you have any additional questions or concerns, please contact the community property manager.*