

# Smart water meter technology

Smart water meter technology involves wireless signals sent from a small radio unit inside your water meter box.

The system provides accurate, timely water use data regardless of weather conditions. This means leaks can be detected within days, reducing damage in the event of a broken pipe.

Early detection of leaks can reduce wasted water and utility bill charges for high consumption.



Smart water meters use magnetic technology to measure water flow. With no moving parts, these lead-free meters maintain their accuracy over a 20-year lifetime.



## We need your help!

If you would like the City to contact you if a potential leak is detected, make sure your utility billing account is updated with current contact information.

Please visit the City website and sign up to be notified by phone or email if the City detects unusually high water use.

The City of Walla Walla recognizes the importance of customer privacy. We do not sell or otherwise disclose personal information we collect.

## Contact us

**Billing questions:** 509-527-4423

**Water Distribution Division**  
509-527-4380

8 a.m.-5 p.m. Monday-Friday

**After-hours non-emergency dispatch:**  
509-527-1960

**Website:** [wallawalla.gov/water](http://wallawalla.gov/water)



## The Water Division



# We're here to help!

# Would you like the City to notify you if you have a potential water leak?

## What we do for you

Have you ever been concerned about a water pipe breaking while you are away from home?

The extent of the damage caused by a water leak can be minimized with the help of the Water Division and smart water meter technology.

### How does the Water Division detect potential leaks?

If significant usage is recorded every hour continuously for a period of time, an alert will be generated to notify City employees.



The graph above is from a house that had a toilet running. Each blue line represents the amount of water used in one hour. The toilet was using 140 gallons every hour since the problem began. We contacted the customer, who had not been aware of the running toilet.

### Check these items if you suspect a water leak

- Look for open or dripping faucets.
- Look for hoses or sprinklers left on outside.
- Make sure toilets are not running. A leaking toilet can use more than 150 gallons every hour!

The City of Walla Walla's Water Division is committed to providing our community with safe and dependable drinking water.

