

- District Utility billing staff identifies and reviews accounts with high monthly consumption (Threshold \$200+).
- A work order is created for Jacobs to test the meter.
- Jacobs conducts a site visit to validate meter reading, performs visual meter check, confirms if leak indicators are present and notes any visible conditions at service location (new sod, active irrigation, etc).
- If leak indicator is present on meter, resident is contacted to notify of leak for prompt repair.
- If no leak indicator is present, resident is contacted and informed of abnormally high usage.

