

Plumbing Leaks

If your water bill reflects high water usage out of the ordinary, here are some options for you:

Contact the Customer Service Department at (314) 822-5843 to discuss your water bill and to determine whether it is necessary for your water meter to be re-read.

Once you have spoken with Customer Service about your water bill and water meter reading, it may be necessary for you to contact the Kirkwood Water Department at (314) 984-5936 to arrange for us to check the premises for plumbing leaks. This service is free.

Appointments for leak checks are available on Monday through Friday. The individual who meets with Water Department personnel will need to be at least 16 years of age, and available to allow us access to the premises either between the hours of 7:30 a.m. to 12 noon, or between the hours of 1:00 p.m. and 3:00 p.m., in two-hour increments. During a check for leaks, we will only make observations and recommendations to you regarding possible plumbing repairs. We do not perform private plumbing repairs. Please note that the Kirkwood Water Department is only responsible for maintenance of the water meter that measures water consumption. Private plumbing repairs are performed at the property owner's expense. Plumbing leaks, especially toilet leaks, are the cause of most high water bills. The American Water Works Association web site offers some interesting information about residential water usage and water leaks. Their web site is: www.awwa.org

Testing of a water meter for accuracy can be performed by maintenance personnel at the customer's request only if the water meter has first been re-read and the premises has been checked for leaks.