LVVWD Expands Customer Leak Notifications To Include Automated Texts, Phone Calls

Monitoring your monthly water use is crucial in helping to conserve our community's most precious resource. Sometimes, however, you may be using water and not even know it. To help reduce the amount of water residents may lose to unseen leaks at home, the Las Vegas Valley Water District (LVVWD) recently expanded its customer notification system to include automated text messages and phone calls to customers that have spikes in water use or continuous flow through the water meter, which may be an indicator of a leak on the property.

The LVVWD's advanced metering infrastructure (AMI) system provides near real-time water usage data from the agency's 431,000 meters. If the system detects a potential leak or sharp spikes in water use, customers will receive an alert via text and/or automated phone call recommending they inspect the property for possible leaks. Customers will be directed to the District's website, **lvvwd.com,** for information on how to locate and troubleshoot the most common sources of leaks and tips on how to fix them.

To ensure they can receive the automated notification, customers should update their contact information by logging on to the My Account page at **lvvwd.com**. Customers also are encouraged to sign up for a My Account if they do not have one.

The automated notifications will minimize the potential for "surprise" high water bills and alert customers in advance of monthly billing cycles to help avoid excessive use charges. The LVVWD this year implemented an excessive use charge to reduce unnecessarily high water use among single-family residential customers whose water use exceeds an established monthly water use threshold that varies by season.

Meanwhile, the Southern Nevada Water Authority (SNWA) has numerous leak-prevent and -detection resources available at **snwa.com**, including videos on how to find a leak, contacts for water smart plumbers and landscapers, rebate programs for leak detection units, and more.