



## High Usage / Leak Investigation Operational Workflow

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### Overview:

This document details roles and operational workflow to investigate high consumption / leak investigation on City of East Palo, CA owned water meter assets.

### Roles:

- Veolia and the City of East Palo Alto's responsibility ends at the meter
- Veolia and the City of East Palo Alto cannot go onto private property to investigate leaks
- Veolia and the City of East Palo Alto can only enter onto private property to access City assets
- Veolia and the City of East Palo Alto can only investigate water passing through the meter
- Veolia and the City of East Palo Alto is not responsible for water consumption on customer accounts

### Operational Workflow:

1. A high consumption/leak investigation can be initiated by Veolia, The City of East Palo Alto and or the account holder.
2. Once initiated, a service order is created and contact made with account holder. During this time, Veolia will ask account holder general questions such as if they are using additional water, are toilets running, are more people staying at the home than in the past, etc.
3. If an investigation is warranted, Veolia will schedule an onsite visit to the premises to inspect the water meter. The account holder shall ensure no water use during time of investigation. **The account holder must be present on the day scheduled by Veolia.**
4. Veolia will direct the account holder to investigate obvious signs of water (i.e., damp areas, sprinklers, green grass, and large yard with watered landscaping)
5. Veolia will verify the meter reading (notate date, time, photo of meter dial) and also note if water is passing through the meter. If possible, Veolia will pull a data log from the meter to capture the last 90 days of consumption history. This information will be shared with the account holder in the final report.
6. Veolia will send a report to account holder by email which will include all of the findings from the investigation.