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Dear Valued North Lenoir Water Customer:

We are sending you this letter to inform you that you have had continuous water usage for more than 10 hours. This indicates that you could have a possible leak. We have no good phone number on file for your account at this time. Please call and provide us with a good contact number for your account.

TIPS ON CHECKING FOR A WATER LEAK:

To verify if you have a leak, watch the numbers on the box inside your meter for a couple of minutes. Please note that you will need to open and shut the lid two or three times to reactivate the box. If the numbers are moving at any pace then you have water running through your meter. To help isolate the leak location, turn off the main water valve to the house or building and recheck the meter to see if the leak is in the outside line between the meter and the house.

The most common leak is in toilets and cannot always be heard. Check your toilets for leaks by putting food color in the tank, and see if it comes through to the bowl without flushing after several hours. If it does, you are losing water and need to make a repair.

Check inside and out for any faucets that drip or have leaks around the handles. Look for soggy spots or areas that are greener than the rest of the lawn or near trees where the tree roots could have damage your water line. Listen for running water in your pipes.

North Lenoir Water Corp. did not install the line on your property from the meter to the residence or building. We do not have records of the location of your private water lines, and we cannot repair leaks on the customer side of the meter. Any leak from the meter to the house is the customer's responsibility and must be repaired 15 days from notification to qualify for a possible leak adjustment.