

Extended absences from the home:

- Anything can happen to your plumbing system when no one is there. Your home plumbing system consists of all the pipe and fixtures that are on your side of the meter. Customers are responsible for all water passes through their system and any associated costs. It is best to ensure that you have taken proper precautions to avoid water loss, when vacating your property, either for a short trip or an extended absence.
- Toilets can get stuck at the most inopportune times. When leaving for a trip, check every toilet in the home. Ensure that they have all completed their flushing cycle and do a visual inspection of the tank to ensure the flapper is properly seated and not hung up or misaligned.
- Check all faucets, tubs, and showerheads to make sure there are not leaks and they have been tightly turned off.
- To avoid theft of water, a lock for your outdoor spigot can be purchased and affixed when leaving for short trips. They can be found at most hardware and home improvement stores.
- Ask a neighbor to stop by and inspect the home once or twice during your absence to ensure an unexpected accident has not occurred.
- The best way to ensure the safety of your property from water loss and the associated costs and damage while you are away is to turn off the water at your main shut off valve and drain the system by running a faucet. This avoids the potential for theft, an unexpected line break, or a toilet leak.
- If you are moving out of a property, but maintaining ownership, Gwinnett County Department of Water Resources recommends closing the account and terminating service until you will be occupying the property. This helps you avoid any unforeseen leaks, theft of water, damage, or high water bills associated unexpected use.
- If you wish to continue service to a vacated property, Gwinnett County Department of Water Resources recommends you manually turn off the water at the main shut-off valve and follow the above best practices every time you are leaving the home.