

## DOMESTIC/CAUSE & ORIGIN LEAK INVESTIGATION

### Customer Information

Homeowner's Name	Mariann Porter
Work Order #	32062
Testing Address	119 Dover Grace, New Braunfels, Tx 78130
Date of Service	Sep 7, 2022
Homeowner's Phone #	(830) 708-1075
Work Performed by:	Sonny Osborne By JT
Payment Type	Check
Pictures of Home	



### REASON FOR TESTING/SITE CONDITION

Reason for Testing	Recently the Homeowner has had very high water bills and the water provider has contacted them and said that the water meter has constant movement, indicating a possible leak.
Is there water surfacing at this property?	No

### INITIAL TESTING

Was the Water Meter Monitored?	We monitored the water meter and the water meter has unusual movement. The digital enter shows small movement towards the house, then the meter stops for a few seconds and then the meter shows water flow.
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## Domestic Electronic Points Testing

Were Leak Sounds Heard?

No

### DOMESTIC PRESSURE TESTING

What was the Incoming Pressure Gauged at During the Time of Testing?

100 PSI

Picture of the Incoming Pressure



What was the Pressure Increased to?  
Results of the Pressure Testing

106 PSI

A Test Gauge was installed onto the Domestic Water System and a pressure test was performed. The Domestic Water System held pressure for 30 minutes, indicating that there are no leaks on the Domestic Water System at this time.

### TECHNICIAN'S ADDITIONAL NOTES

Notes

When we arrived to test, the Homeowner showed us a water bill that was higher than normal and a report from the city water provider that shows constant meter movement.

The report has very unusual readings. The meter shows water flowing towards the house, then it shows water back flowing towards the city, and sometimes the meter shows no meter movement at all.

When we visually monitored the water meter, the meter would show a small amount of water flowing into the house.

Then, the meter would stop for a few seconds and the meter would then show water flowing

backwards to the city main water pipes. This is an indication that the water pressure in the city main could be fluctuating, causing water to flow towards the house when the water pressure increases, then when the pressure in the city main drops pressure, the water is flowing back towards the city causing the meter to bounce back and forth, causing meter movement.

We performed an electronic leak detection and the leak detection equipment did not have any evidence of a leak.

We then installed a test gauge onto domestic water system and the normal incoming water pressure was gauged at 100 PSI.

We then cut off the commode supply valves and cut off the main valve at the water meter in the front yard and we pumped the system up to 106 PSI and monitored the test gauge.

The system holds at 106 PSI for thirty minutes, indicating that the hot and cold water pipes inside the house hold pressure, the main water pipe between the water meter and the house holds pressure, and the irrigation sprinkler system holds pressure indicating that there are no leaks on the property.

We also visually inspected all of the plumbing fixtures and did not find any evidence of a leak.

The only thing we found is that the water meter has very unusual meter movement, the meter seems to be bouncing backwards and forwards causing the water meter to show constant movement.

- ◆ The incoming pressure is too high and needs to be reduced.

We recommend keeping the incoming pressure between 60 – 80 PSI. Installing a PRV (pressure reducing valve) is recommended to avoid future damage and future leaks.



We recommend considering contacting a professional servicing plumbing company to address this issue.

Additional Pictures



## DISCLAIMERS

### Clauses Related to Other Possible Leaks

NOTE: There could be other leaks in this system.

Sonar will pick up the loudest leak first, when multiple leaks are present. There is no way for us to know if there are any other leaks in the same line, until known leak is repaired or in some way eliminated. If there are additional leaks, there will be additional charges for testing.



American Leak Detection San Antonio/ Austin  
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## POOL LEAK DETECTION

### Customer Information

Homeowner's Name	Mariann Porter
Work Order #	33383
Date of Testing	Nov 2, 2022
Testing Address	119 Dover Grace, New Braunfels, Tx 78130
Homeowner's Phone Number	830-708-1075
Payment Type	Credit Card
Technician's Name	Carlos Gutierrez By JT

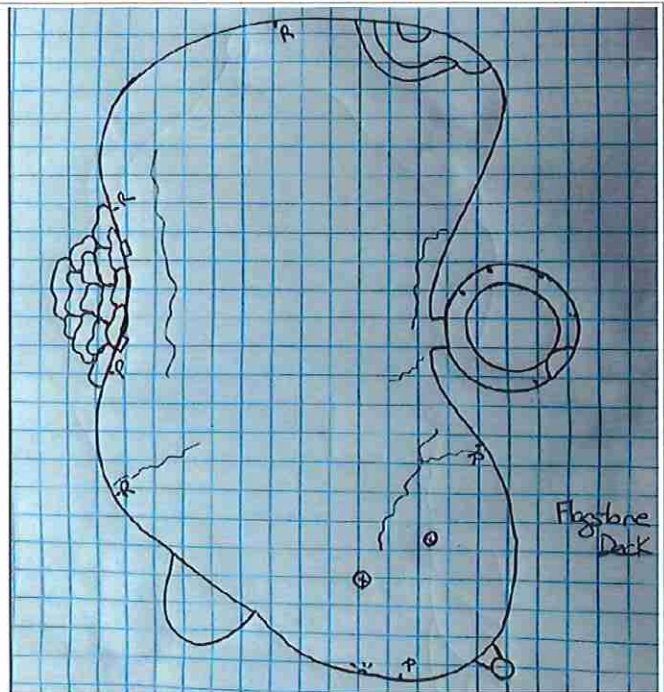
### POOL INFORMATION

Type of System	Pool and Spa
The Structure is Made of:	Gunite and Plaster

#### Pictures of the Pool



Drawing of the System



System Condition

Pool's Condition

The pool is clean and clear.

Pool Equipment Information

Results of Inspecting the System's Equipment

The pools equipment is clean dry and functioning properly. No signs of leaks.

Pictures of the System's Equipment



Spa Information

Spa's Position

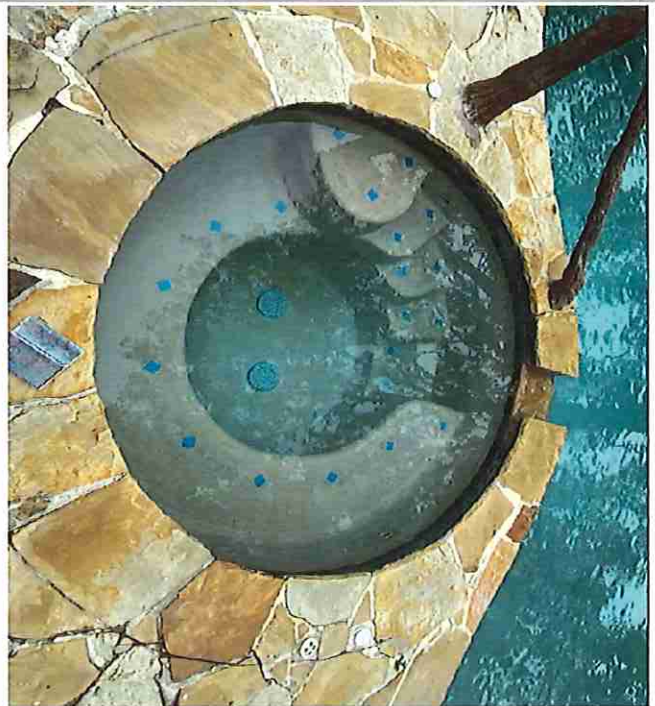
Raised with a Spillway

Amount of Spa Jets

5



Picture of the Spa



## Water Features

Amount of Water Features

1

The Feature Types Included are:

Rock Type Waterfall

Pictures of Features



## SUMMARY OF INSPECTION

A Summary of our Findings

The pool has structural cracks that are causing water loss. These cracks run along the pool's wall and some go down to the floor of the pool. There is approximately 30+ of cracks.

The water feature appears to leak some when in use. This is due to areas along the mortar joints that allow water to leak out.

Repair Recommendation

The water feature is not run every day and is not the main reason of water loss, the structural cracks are.  
Crack repair would be recommended for the 30+' of cracks.

We recommend contacting either the original pool builder or a professional pool remodeling company such as Canyon Creek Pools (210) 492-7946 or Sunray Pools (210) 637-0044 to address these cracks.  
ALD is not offering repairs at this time.

Pictures of Leak Location







## LEAKVUE SCANS

### Information on LeakVue

American Leak Detection, the leader in worldwide leak detection, has a breakthrough system in water loss detection! Computerized technology through our proprietary, one-of-a-kind "LEAK VUE" gives us proof positive findings as to the integrity of any pool/spa/water-feature within 30 minutes. The removal of just one gallon of water from any water feature will be verified with digital read-outs for all to see! This system will give us a definite 'yes' or a 'no' that the pool/spa/water-feature is leaking or not.

LeakVue Scan

1 OF 3

### LeakVue Scans

LeakVue Scan  
Water Loss Per Day  
Indications

Pool Only W/Pump 'OFF'  
-1.1 inches  
**Above normal evaporation rates**

LeakVue Scan

2 OF 3

### LeakVue Scans

LeakVue Scan  
Water Loss Per Day  
Indications

Pool OFF with the skimmer, returns and Polaris isolated.  
-1.2 inches  
**Above normal evaporation rates**

LeakVue Scan

3 OF 3

### LeakVue Scans

LeakVue Scan	Pool OFF with the Water Feature (WF) wall suctions isolated and pool drains covered.
Water Loss Per Day	-1.1 inches
Indications	<b>Above normal evaporation rates</b>

## STRUCTURE TESTING

### Inspection of the Pool's Fittings

We Inspected the Features Inside the System and Found the Following Not to Leak	Skimmer Throat Light Skimmer Body Return Faceplates Main Drain Cover Polaris Fitting
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### Structural Testing

We Inspected the Structural Body of the System and Found the Following Pictures of Structural Leak	<b>We inspected the structure and found leaking cracks.</b> See pics above
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### Water Feature Structural Testing

We inspected the Water Features Structure and Found the Following	There were some areas where the mortar allowed water to seep out, rather than into the pool. The Water Feature does not get used daily.
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## PRESSURE TESTING

Pressure Testing	1 OF 4
Line Tested	Pool's Return Line
Pressure Tested at	16 PSI
Results	The line held pressure, indicating that it does not leak.
Pressure Testing	2 OF 4
Line Tested	Pool's Skimmer Suction Line
Pressure Tested at	16 PSI
Results	The line held pressure, indicating that it does not leak.
Pressure Testing	3 OF 4



## Pressure Testing

Line Tested	Polaris Line
Pressure Tested at	16 PSI
Results	The line held pressure, indicating that it does not leak.

Pressure Testing

4 OF 4

Line Tested	Water feature suction line
Pressure Tested at	16 PSI
Results	The line held pressure, indicating that it does not leak.

## ADDITIONAL INFORMATION

### Disclaimers

As of the date of the completion date of this report, no further work has been scheduled.

Guarantee on leak detection: American Leak Detection (ALD) will guarantee to locate the source of a swimming pool leak as long as the entire system is tested, the pool is FULL, CLEAN and CLEAR and water loss and it is equivalent to, or exceeds, 1/2" drop per day. Leak location and detection work is guaranteed for 30 days from the date of completion. We will re-test as needed, if it is reported within the 30-day period that a leak still exists. There will also be an additional charge for a service call, if ALD is called to test and finds the same leak that we had already identified. We will not be liable for any other consequential losses.

After our leak detection, ALD is not responsible for service or repairs performed by OTHER companies or individuals, including homeowner. There will be an additional charge for testing, after a repair has been performed by the OTHER company, and leaks are revealed at the repair location. There will also be an additional charge for a service call, if ALD is called to test after the repair of the OTHER company and testing reveals no leak(s).

ALD is not responsible for testing of 'repairs' made by others and will only re-test if pool is losing 1/2" or more as per Guarantee. If testing reveals loss of less than 1/2", an additional charge will be assessed.

Epoxy repairs and vinyl patches are temporary only and will not be guaranteed.

Pebble Tec® pool finishes are only installed by Authorized Applicators who are trained and licensed by Pebble Technology International® (PTI). \*Plaster is not included. If the finish is Pebble Tec, we will only patch back the hole. The Pebble Tec finish will have to be replaced by an Authorized Applicator.

Black Roll (pool)/ Flex Pipe (domestic) - A repair estimate is provided based on the pipe being in good condition, able to sustain a repair. If the pipe cannot be repaired and / or if it is found to have multiple leaks, the part or all of the line may have to be re-routed. An estimate will be given if that becomes necessary.

Cantilever Deck - The deck has a cantilever edge. If the cantilever edge on the deck breaks off, a standard deck patch will not be possible and a Pool Deck Professional will be needed to patch back and re-build the cantilever edge. The Home Owner will need to contact and contract directly with a Pool Deck Professional for that work if it becomes necessary.

Clean and clear - In order to be able to completely test the plumbing system as well as the structure of the pool for leaks, the pool needs to be FILLED to normal operating level, CLEAN and CLEAR. If the structure cannot be completely tested due to the pool not being filled, clean and clear and an additional trip is required to locate the leak(s) that were not found due to the condition of the pool, there will be additional charges of a minimum of \$175.00.



## **Note from Seller:**

We had Medallion Sprinkler System and Culpepper Plumbing come out before all of this. Green Valley water has also replaced the equipment in the cul-de-sac due to other complaints. We had everything tested there was no leak that we could find. Also, our water bills went back to normal after all of the testing was concluded. We were not the only one experiencing high water bills at the time. A neighbor had more than twice the bill we had and complained. They dug up all of the mains and meters on his property and ours and replaced them. You can see where the new grass was just added and the street has been patched in the cul-de-sac.