



**MONROE COUNTY WATER AUTHORITY
PROJECT INFORMATION BULLETIN
2026 Leak Detection Survey**



September 2026

Project Background

The Water Authority has hired an independent contractor, New England Water Distribution Services, LLC, to perform leak detection services for the Water Authority's distribution system. Leak detection is the process of identifying and measuring water leaks within the water system by using sensitive listening devices to detect vibrations/sounds of water escaping the pipes known as acoustic detection. This bulletin explains the upcoming work and identifies whom to contact if you have any questions while the work is being done.

Project Details

Why is this Project needed? The Water Authority will use this information to proactively repair leaks before they result in larger breaks needing to be repaired in an emergency. This will help allow the work to be planned and reduce the potential for the leak turning into a break, causing significantly more damage which is more costly to repair and restore.

What to Expect: The contractor will be detecting leaks with acoustic leak detection equipment, you will see him connecting a device to hydrants, valves and curb boxes to assist with correlating leaks as necessary. The work will take place over the entire public portion of the water system which includes approximately 3,500 miles of water main, 38,500 valves and 28,000 fire hydrants.

Once the contractor identifies a leak, he will mark the location and notify the Water Authority to make the repair as schedules allow. Once the repair is complete, the Water Authority or its contractor will return to perform permanent restorations.

The Leak Detection contractor will have a Water Authority badge and have access to operate hydrants, valve and curb boxes.

Where is the Work located? The work will be performed throughout the Water Authority's entire retail service area including communities in Monroe, Genesee, Livingston, Ontario and Orleans County as shown on the attached map.

Our water mains are located within the public right of way and on easements granted to the Water Authority.

Schedule

We anticipate the work to take place from September 2026 and being completed by August 2028.

Questions

Please contact our Customer Service Department at (585) 442-7200 weekdays from 8:30 a.m. to 4:30 p.m. or our Dispatcher at (585) 442-2009 weekdays before 8:30 a.m., after 4:30 p.m. and on weekends and holidays.

LOCATION MAP

RETAIL SUPPLY AREAS ONLY

NOT TO SCALE



Monroe County Water Authority

475 Norris Drive | Rochester, New York | 14610
P: (585) 442-2000 | W: www.MCWA.com

2026 MCWA SERVICE AREA MAP

NYS Public Water Systems

MCWA PWS ID#: NY2701087
MCWA Genesee PWS ID#: NY1800547
MCWA Geneva PWS ID#: NY3404515
MCWA Kendall WD PWS ID#: NY3630094

Other NYS Public Water System Sources

City of Rochester PWS ID#: NY2704518
ECWA PWS ID#: NY3422851

