High Water Consumption

An unusual increase in you water bill may be an indication of high water consumption due to a leak in your service line, or internal plumbing, such as a leaky toilet valve, or plumbing fixture..
In order to determine if this is so, there are a few simple checks you can perform before calling a plumber, or the Water Utility.

Step 1— Is it a leak?

Higher consumption during Spring/Summer months can often be attributed to lawn & garden watering as well as vehicle washing.

Step 2— Checking for leaks (Internal and External)

1. Locate the water meter (typically installed in a meter pit located in your yard at, or near your property line.)
2. Make sure no water is being used then check meter to see if leak detection wheel is turning. The leak detector is capable of registering a very small leak (see photo).
3. Locate main shut-off valve inside house and turn off. If this causes the leak detection wheel to stop turning, then the leak is an internal plumbing issue and you can advance to Step 3.

If the detection wheel continues turning, then the leak is in the service line between the water meter and the main shut-off valve. These leaks can be very hard to identify, but could be related to an irrigation system, if you have one. Check for unusual wet or damp areas in the yard. The City may be able to assist in locating this type of leak if it is not obvious.

Please Note: Not all meters have a leak detection wheel. Please contact the City if this is the case.

Neptune Water Meter with Leak Detection Wheel

Step 3—Internal Leak Check

Check your toilets to see if they are running on after a flush. Sometimes it is hard to see or hear the leak. The best way to test is to make sure that no water is being used and checking to see if the leak detection wheel on your water meter is turning.

If it is, start by turning off the water supply line to each toilet and checking the leak detection wheel on the meter. If it has stopped turning then you have located the leak—time to repair, or call the plumber.

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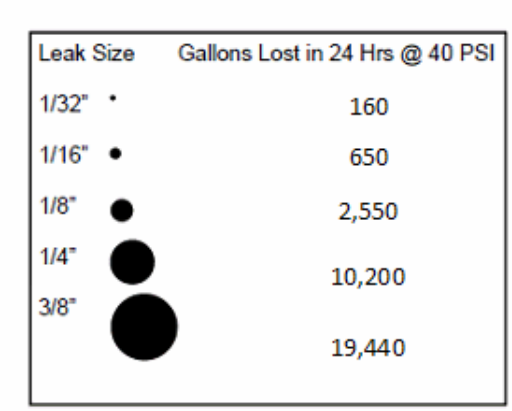

Check all plumbing fixtures for possible drips or small leaks. These types of leaks may appear insignificant, but can add up over a billing period.

<u>If you have not found a leak</u>
It is important to understand that water meters only record the water that has actually flowed through the meter and that water meters are more apt to under register if they malfunction.
If, after carrying out the steps in this leaflet, you don't feel a leak is the reason for your bills being higher than normal, you may wish to consider having your meter tested.
If the meter passes, you'll have to pay for the cost of the test and the bill amount will still be due. So it's really worth your while to carry out the tests we've explained in this factsheet before you decide to have your meter tested.

Recognize that in many cases a leak can be very hard to locate. Not all of the leaks outlined in this leaflet can be located and if you're not used to plumbing, you may miss something easily. All the same, if you try these steps, you should be able to find an approximate location and this is a most valuable exercise in itself because it will help the plumber (many plumbers do not like searching for a problem so anything you can do they will appreciate), making it time saving for the plumber and that translates into savings for you.

<u>Did you know</u> that one hour of lawn sprinkling uses as much water as 25 toilet flushes, 5 loads of laundry and 5 dishwasher loads combined? Please keep in mind, your lawn only needs approximately one inch of water (about one hour of sprinkling) per week to stay healthy.

For more information please visit:
www.whiterockcity.ca/mywater