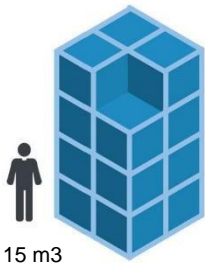


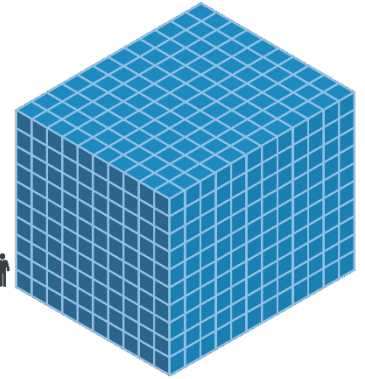
# High Water Consumption Investigation Checklist

Water leaks happen for many reasons, and any water using fixture or appliance can eventually have a leak.



15 m<sup>3</sup>

Leaks can range in size. A small stream of water from a faucet can waste 15 cubic metres (m<sup>3</sup>) per month. A leak this size could increase your bill by \$18.60 each month. If the water level in a toilet tank is too high and overflowing into the overflow tube, or the flapper is completely lifted, it can waste 1,200 m<sup>3</sup> per month. A leak this size could increase your bill by \$2,544.48 each month.



1200 m<sup>3</sup>

The first step in the process is for you to complete this High Water Consumption Investigation Checklist.



## Step 1 – Is there a leak? Your water meter can help you check!

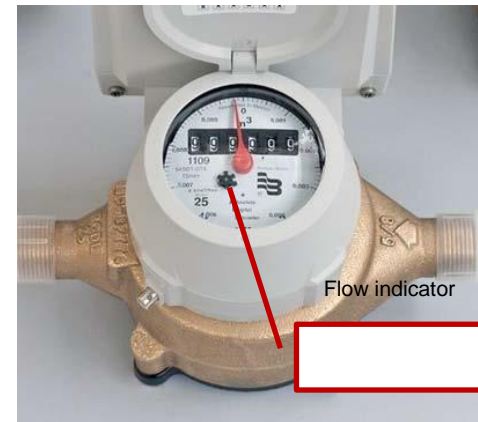
- Turn off all fixtures that use water inside and outside your home. (See Step 2 for a list.)

**Note:** Make sure no one is using water in the home. Do not turn off the main valve that connects your property to the City water supply

- Find the water meter. It is located where your water service enters your home. This is most often in the basement.

- Is the flow indicator – which may look like a triangle, gear or needle - still turning?
  - If YES, you have a water leak somewhere in your home. Go to Step 2.
  - If NO, there is no water leak in your home.

Then why is my bill so high? There could be many reasons – a toilet flapper that corrected itself on the next flush, visitors to your home, increased outdoor watering during the summer, filling a hot tub or pool, or installing a new water using appliance like a humidifier.



Flow indicator



## Step 2 – Find the leak

Always check for toilet leaks first – they are the #1 source of water leaks

- Drop - Put several drops of food colouring into the toilet tank and wait 10 minutes. You can also use coffee or toilet bowl cleaner.
- Peek - Look in the bowl. If the water changes colour, you've got a leak.
- Repair - Toilet leaks can be caused by faulty gaskets, flappers that do not close or high water level in the toilet tank.

### Did you know?

How fast the indicator is turning can help show what is leaking. Slow: It could be a dripping tap or a humidifier malfunctioning. Fast: It could be a toilet tank is over filling, a flapper that isn't closing or an irrigation system leak.

# High Water Consumption Investigation Checklist

If the source of the leak isn't a toilet, check all water using fixtures inside and outside your home.

## Indoor Leaks

- |                                     |                           |                          |
|-------------------------------------|---------------------------|--------------------------|
| <input checked="" type="checkbox"/> |                           |                          |
| ☹                                   | Water softener            | <input type="checkbox"/> |
| ☹                                   | Air conditioner           | <input type="checkbox"/> |
| ☹                                   | Hot water tank            | <input type="checkbox"/> |
| ☹                                   | Faucets                   | <input type="checkbox"/> |
| ☹                                   | Humidifier                | <input type="checkbox"/> |
| ☹                                   | Dishwasher                | <input type="checkbox"/> |
| ☹                                   | Bathtubs & showers        | <input type="checkbox"/> |
| ☹                                   | Refrigerator              | <input type="checkbox"/> |
| ☹                                   | Water dispenser/ice maker | <input type="checkbox"/> |

## Outdoor Leaks

- |                                     |                           |                          |
|-------------------------------------|---------------------------|--------------------------|
| <input checked="" type="checkbox"/> |                           |                          |
| ☹                                   | Outdoor taps              | <input type="checkbox"/> |
| ☹                                   | Irrigation system         | <input type="checkbox"/> |
| ☹                                   | Fountain or water feature | <input type="checkbox"/> |
| ☹                                   | Water Service Line        | <input type="checkbox"/> |

### If you have an irrigation system, walk all areas of your lawn and garden.

- ✓ A depression, hole or soft spot in the ground may indicate a water leak below the surface. Contact a certified irrigation specialist to check your underground sprinkler system.
- ✓ Look for broken sprinkler head(s) and riser(s) or signs of overspray onto sidewalks, driveways, walls or buildings; runoff into gutter/street.
- ✓ Check the mainline irrigation connection for damage or pooling water.

If you are still unsure if you have a water leak in or outside your home, contact a certified plumber to request a complete inspection.