

## Resident High Water Consumption Investigation Checklist

### Tips for Checking Indoor Leaks

- Toilets
  - Toilets account for over 50% of all water leaks. Did you know that a broken or faulty toilet can lose up to 22 litres of water per minute? This equates to \$\$\$ on your monthly water bill.
- To check for leaks – conduct a toilet test:
  - Remove the toilet tank lid.
  - Put several drops of food coloring into the toilet tank (do not flush).
  - Wait 20 minutes and look in the bowl to see if the water has changed color. If it has-there is a leak.
- There are usually two main issues with toilets: Issue with the flapper or high water level in the toilet tank.
  - Flapper Issue:
    - Turn off the water supply to the toilet, then go and check the meter (make sure nothing else is running). If the flow indicator stops moving, then it's a toilet leak which is causing the high water use. Conduct a leaky toilet test and repair by replacing the flapper and conduct toilet test again to ensure fixed.
  - High water level issue:
    - Overfilling toilet tank – could be intermittent issue. Refer to the simple repair instructions.
- Water softeners, reverse osmosis and water-cooled air conditioning systems. Check for leaks and ensure proper maintenance as per manufacturer's instructions.
- Central humidifiers or whole house humidifier: Check for leaks and ensure proper maintenance as per manufacturer's instructions.
- Hot water tank: Cardboard can be placed underneath to determine leak.
- Taps/faucets: Be sure to look for leaks under the sink as well.
- Dishwasher, fridge with water dispenser/ice maker: Have you recently installed any new appliances?
- Are there any additional people/guests staying in your home? Do you have a basement suite/tenant?

### Tips for Checking Outdoor Water Leaks

\*\*\* Remember that water consumption will be higher in the months from May-September \*\*\*

- High water bills can be caused by over-watering or system leaks.
- A small hole or depression in the ground may indicate a water leak below the surface.
  - You should contact a certified plumber or irrigation company to check your underground sprinkler system.
  - Ask yourself: How often are you watering? What is the output per head per zone? How many zones in your yard? Are any sprinkler heads broken or leaking? Is there a break in the line under ground? Check for wet spots on your lawn. This could be indicative of a break in the line or a broken or leaking sprinkler head.
- Check for the following outdoor water leaks:
  - Broken sprinkler head(s) and riser(s). A broken sprinkler head can lose up to 45 litres/minute. If its leaking for a full month this will add \$\$\$ on your water bill.
  - Signs of overspray onto sidewalks, driveways, walls or buildings; run off into gutter/street.
  - Leaking/dripping outdoor property taps/connections.
  - Pool/hot tub automatic refill float and valve.

### Did you know?

Water meters cannot run faster. Typically-as it ages, the meter slows down. Water meters are mechanical devices – water needs to pass through the meter in order to record consumption. There are no electric components inside a water meter.

*If after completing this checklist and you are unsure about a leak in your home, you should contact a certified plumber who will be able to complete an inspection.*