



Regional District water meters provide a flag to operators when water continuously flows through a meter. This condition could be caused by a leak downstream of the meter or when a customer uses water every hour of the day. The Regional District will send notifications to customers when there is a potential leak downstream of the meter. Potential leaks upstream of the meter are not detected.

If you have a property line installed meter pit, you do not have to worry about looking for a leak unless notified by the Regional District. If you have an in building installed meter, it is a good idea to monitor your water connection for potential leaks.

How to Detect Leaks on Your Property

To detect leaks on your property, please follow these steps:

1. Locate your water meter

Your water meter will be located at your water intake within your building, or in a meter pit at the property line. If you do not know where your meter is located call utility billing at 1-833-223-2662. For a limited time, RDCK Water Services will come out free of charge to give you access to your meter pit so that you can perform leak detection.

2. Check your water meter for continuous flow.

Turn off all your plumbing fixtures being used inside or outside of your building. Look at your water meter. If the numbers are changing on the meter, then you likely have a leak.

Alternately, you can read your meter, wait one hour without using water, and take another reading. If the reading has changed, you likely have a leak. More information on how to read your meter can be found in the enclosed *'How to read your new meter'* information sheet.

3. Determine if your leak is inside or outside of your building (only if your meter is installed in a meter pit at the property line).

If your meter is installed in a meter pit at the property line, you can turn off your water shutoff at the water intake in your building (usually in the basement or crawl space near your hot water heater).

Go back to step 2 and check your water meter for continuous flow. If there is flow, then your leak is likely outside. If there is no flow recorded, then your leak is likely inside.

4. **Tips for finding outside leaks.**

If you have determined that you have a leak outside, you can:

- Listen for a leak. If you hear water running when you are not using water, you may have a leak.
- Inspect all plumbing fixtures and look for drips, and wetness around fixtures and supply piping.
- Look (and feel) for areas of your property that are continually wet.
- Look at your driveway or street for evidence of water flow. This could be in the form of a stream, a puddle, or a darker spot.
- If you are unable to locate the leak, then you may need to call a plumber.

Note: Leaks are more difficult to detect outside if you have a building installed meter (upstream of your meter). Significant leaks will make noise or surface. If you hear water running when you are not using water, you might have a leak. If you have an unusual wet spot on the ground that does not dry up, it could be a leak if not caused by a natural spring. If you are concerned, contact the Regional District and they can test if the wet spot has chlorine residual, conduct a pressure test or listen for a leak.

5. **Tips for find inside leaks.**

If you have determined that you have a leak inside, you can look around your home for leaking fixtures. These could include:

- Kitchen, washroom and utility room faucets which are dripping water: Could be a result of a worn rubber washer.
- Toilets: toilet leaks can waste a lot of water, and often the leak is silent. To determine if you have a leaking toilet, place a few drops of food colouring in the toilet tank. Wait 30 minutes without flushing, and then look in the toilet bowl to see if any colour is present. If the water is clear, then you do not have a leak. If you see colour, then you have a leak. Toilet leaks could be a result of: improperly working or sealing flapper, flush handle problem, or overflow tube leaks.
- Plumbing line leaks: Water is supplied under pressure so a plumbing line leak should be very obvious. Look for wet, warped or stains on your building's finished surfaces. Please be aware that the exact location of a leak may not be immediately obvious. Leaks may start in one concealed location, then flow along channels for a distance before they create visible damage.
- As with outside leaks, if you are unable to locate the leak, then you may need to call a plumber.