

# Potential water leaks



How to troubleshoot  
a possible leak

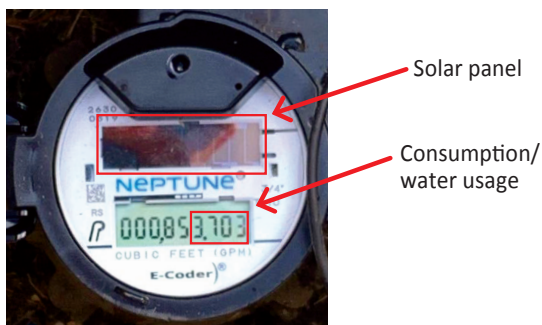
It pays to be proactive  
about potential leaks  
in your home

Detecting potential leaks can save you  
thousands of litres of water per year and  
make an impact on your utility bill.



**FORT ST. JOHN**  
*The Energetic City*

# How to read your water meter



In order to see a meter's reading, shine a bright flashlight onto the solar panel which is located just above the digital screen on the face of the register. **Tip:** *Most smart phones and tablets are equipped with a Flashlight!*

There are 3 different numbers that come up (disregard the first set of numbers), the second set of numbers is the consumption. When water is flowing through the meter, the last two digits after the decimal will move. This is what you need to watch when reading consumption. The third set of numbers is the rate of flow. After lighting the screen up, the screen will jump back and forth from the rate of flow and the consumption.

## Follow these simple steps

### CHECK YOUR FIXTURES

Once it has been determined that the water meter is functioning accurately and there are no obvious leaks, check the fixtures in your home that could be the cause:

- Leaking/running toilet
- Hot water tank
- Boilers
- Water softeners
- Reverse osmosis systems

### TO DETERMINE IF A TOILET IS RUNNING

Put food colouring or a safe dye in the tank of the toilet, if the colour shows up in the toilet bowl this indicates that the water is continuously running and there is an issue.

### TO TROUBLESHOOT THE SOURCE OF THE LEAK

Isolate each source of water by shutting off one valve at a time (example: valve to toilet) then check your water meter to see if there is flow. Ensure that water is not being used anywhere else in the home while you are troubleshooting such as a washing machine, dishwasher, shower, and so on.

### CALL A PLUMBER

If you are unable to diagnose the source of the water leak you may need to contact a plumber.