

# Water Leaks Checklist and Information Guide

Here are some of the places water leaks may be found.

Some leaks require a simple fix – Please Review the Checklist below and check all areas of the Property.

## HOW WATER METERS WORK:

- Water meters use a mechanical device to measure the flow of water. Flow indicators and number dials only move when water is flowing.
- Water meters are located to record all water used on a property.
- Meters are read every two months, collecting only the meter reading on that day. The patterns of usage over the reading period are not available

## ONCE THROUGH COOLING (OTC) AND Water Cooled Equipment:

**OTC appliances are prohibited as of January 1, 2020.**

OTC appliances use a significant amount of water; include devices such as commercial air conditioners, refrigerators, and ice machines.

- WATER METER:** Steady flow requires underground leak diagnosis.
- TOILET:** Listen for running water. Leaks can be intermittent OR constant. To test, drop food colouring in the tank. WAIT 15 mins -DO NOT FLUSH! If colouring is visible in the bowl, you have a leak.
- FAUCETS / SPRAYERS:** Listen for drips and make sure water is running smoothly clean and/or replace fixtures as needed.
- APPLIANCES that use Water:** Check for pooling water under dishwashers, refrigerators, ice makers that could have supply line leaks.
- HVAC System | BOILERS | HOT WATER TANK:** Ensure maintenance is up to date check thermal expansion valves for leaks or failure.
- BACKFLOW PREVENTERS /  PRV's (Pressure Reducing Valves):** Ensure maintenance is up to date, they are Operating properly and set to the appropriate level.
- HOSE BIBBS /  SPIGOT:** Ensure tight connections with hose and check if the hose washer needs to be replaced.
- IRRIGATION:** Check for broken sprinkler heads, ensure timer set to run within the allowable watering restriction schedule. Check piping for leaks.
- POOLS /  Water Features:** (fountains, ponds, reflection pools etc.): Check the system and float valve(s) for leaks or failure.

## UTILITY BILL ADJUSTMENTS:

In Accordance with City of Vancouver Bylaw 4848 –Section 6.20 Utility Billing adjustments can only be made for **Underground leaks between water meter and your house/structure** if the customer took reasonable action to take action within 14 days of notification regarding increased water consumption via utility bill or high consumption letter; whichever is sooner.

If **underground leaks between the water meter and your house / structure** have been made and you believe you qualify for a Utility Bill Adjustment, fill out the online form available at: [vancouver.ca/highconsumption](http://vancouver.ca/highconsumption) OR call 311 for assistance.

**Per Bylaw 4848 It is the obligation of Property Owners to keep plumbing in proper repair and free from leakage.** A plumber or a qualified representative is required to attend and investigate High Water Usage Concerns and can access your water meter as a starting point in the leak investigation.

Please see [Review High Water Vancouver](http://Review High Water Vancouver) website for more information.