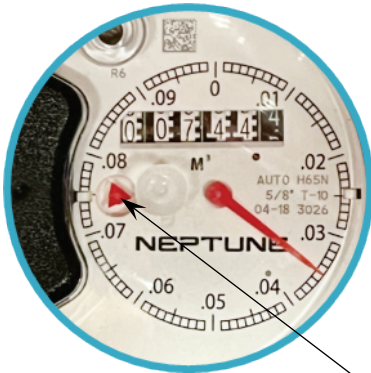


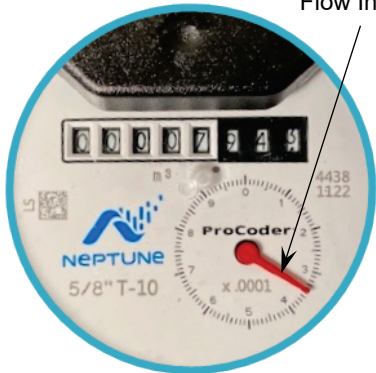
YOU MAY HAVE A LEAK AND NOT EVEN KNOW IT

6 and 8 Digit Water Meters that record usage in cubic metres (m³) can help identify if you have a leak. To check these meters:

1. Ensure no water is being used.
2. Watch the meter for a minute or more.
3. Check the flow indicator (red triangle or dial): if it is spinning continually, you may have a leak. (In some cases, the triangle or dial may move back and forth very slightly, as water pressure fluctuates.)



Flow Indicator



SAVE WATER; SAVE MONEY

- A continual leak only 3 mm in size can waste about 325 m³ per month, or over \$1,000.
- A continual leak 5 mm in size can waste almost 1,000 m³ a month; over \$3,200. One toilet leak could cause this, and you may not even hear it.
- Beware the cost of lawn watering. Just 1 hour of watering every other day uses almost 40 m³ a month and will add over \$350 to your bill!

REMEMBER

- You may not hear or see a leak.
- Most leaks are silent, and you will not necessarily see water on the floor.
- Check the meter regularly to assist you in determining if you have a leak. Find and repair all leaks as soon as possible. Water leaks can be very costly.

If this information is required in an accessible format, please contact us at 905-666-6211/ 1-800-465-6611 or waterbilling@durham.ca.



The Regional Municipality of Durham
Finance Department
Utility Finance
605 Rossland Rd E., Whitby, ON L1N 6A3
1-800-465-6611



The Regional Municipality of Durham
Finance Department

DETECT LEAKS AND SAVE MONEY

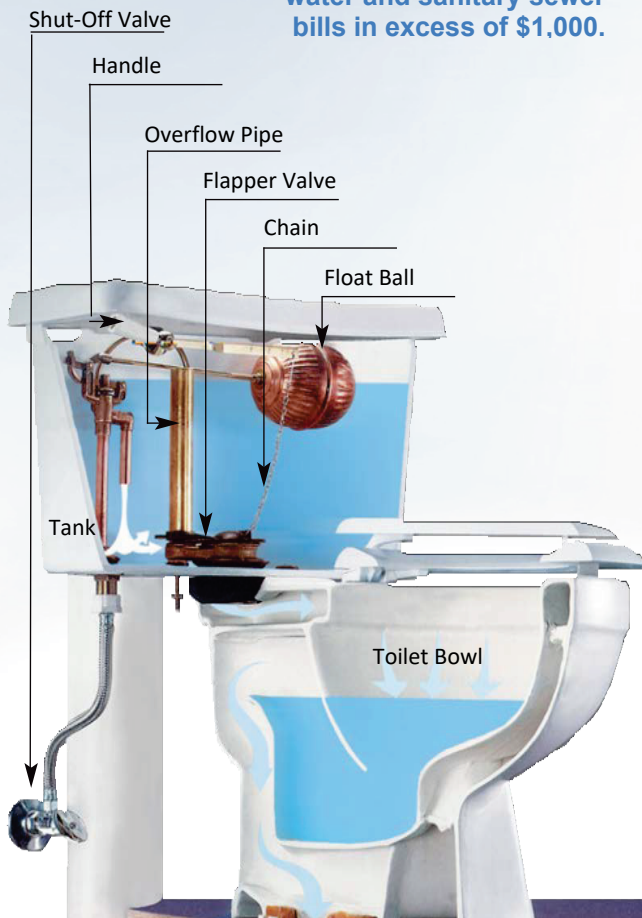
durham.ca/WaterBilling  

TOILET LEAKS

Water customers are financially responsible for all water that passes through the water meter, including water and sanitary sewer charges due to plumbing problems.

Toilet leaks are the most common cause of high water and sanitary sewer bills. Most leaks associated with toilets occur due to problems with the flapper valve, high water levels and problems with handles.

Toilet related plumbing problems have caused water and sanitary sewer bills in excess of \$1,000.



LEAKY FLAPPER VALVE

The flapper is the flush valve seal that serves to control the volume of water passing from the tank to the bowl during the flush cycle. The average life span of a flapper is five years. After this they can lose their resiliency and begin to leak. Chlorine based commercial toilet cleaners (solid or liquid) alter the water's pH level and may damage plastic and rubber parts. To check your toilet for flapper leaks:

1. Remove the tank lid from the toilet.
2. Add five drops of food colouring or a dye tablet to the tank.
3. After about 10 minutes, look in the bowl. If you see coloured water, you have a leak. If the bowl is clear, and all the coloured water remained in the tank, you do not have a leak.

TOILET HANDLE PROBLEMS

Handles that do not return to the correct position after flushing stop the flapper valve from closing and allow the water to continually run.

1. Make sure the handle's movement is not impeded.
2. Jiggle the toilet handle; if the water stops running, the chain or guide wire attached to the handle may be out of alignment.

WATER LEVEL IN THE TANK

The water level in your tank should be set approximately one centimetre below the top of the overflow pipe. To check your toilet's water level:

1. Remove the tank lid from the toilet.
2. Check that the water level is not above the top of the overflow pipe. If it is, you need to adjust the float ball. If the float ball is broken, replace it.