



DETECTING WATER LEAKS

Water customers are responsible for all water used, as recorded by their water meter. This includes water lost through leaks.

Dripping or running taps are the most common causes of water waste. These should be repaired as soon as possible. In addition to dripping or running taps, there are four frequent sources of hidden water leaks that can lead to high water use.

To determine if you have a water leak, the first step is to monitor the low flow needle indicator on your water meter. It is usually a small black triangle, red needle or dial on the face of the meter, which spins around when water is flowing. The more water that is flowing, the faster the dial will spin.

When no water is being used in your home, check to see if the dial is moving even slightly. If it is, you have a hidden water leak somewhere in your home.

It is most likely that one or more of your fixtures are leaking. This water is flowing from your home directly into the sanitary sewers. Check the following four likely sources for hidden leaks:

LEAKING TOILET: A silent toilet leak pours water down the drain quietly. Water will not appear on the floor. Lift off the toilet tank lid. No water should be moving or circulating after a full flush cycle has been completed.

Pull the small hose from the top of the overflow drain stem and check for water flowing. After the flush cycle finishes, if any water continues to flow from the tank fill valve into the tank or overflow drain, you need to replace the fill valve mechanism.

Also, the tank flapper valve occasionally leaks water, requiring the fill valve to activate periodically. To check for this, add four to five drops of food colouring directly into the tank and let it sit for 30 minutes. Check the toilet bowl for indications that the coloured water has now passed from the tank to the toilet bowl. If so, replace the flapper valve. Check your hardware store for correct replacement parts and helpful hints or call a plumber.

FLOW-THROUGH-FURNACE-MOUNTED-HUMIDIFIER: Newer furnace mounted humidifiers have a drain tube connecting the bottom of the humidifier to a floor drain or nearby drain pipe. If your humidifier has this drain system, check to ensure the water flow control valve closes properly when the system is not operating. During the summer months, close the supply valve off for the season. If water is flowing when the system is not operating, the water flow control valve needs service. Check your owner's manual or call the manufacturer for advice.

WATER SOFTENER SYSTEM: If your home has a water softener system installed, this system is susceptible to significant undetected water loss. Occasionally, the backflow or backwash feature will stay open, leaving pressurized water flowing directly and quietly into the drain system, wasting massive amounts of water.

If you hear water flowing inside this system when no taps or water fixtures are operating, this may be the source of a leak. Call your maintenance contractor for services immediately. In the meantime, you may wish to open the bypass valves and isolate the water softener system from your household plumbing or unplug the unit altogether.

OUTDOOR WATER TAPS: Occasionally, large water bills can occur from accidental or unauthorized use of your outdoor tap. Be sure to turn off all water hoses and sprinklers after use to avoid leaving a running hose. When not in use, close off the indoor shut-off valve to prevent such accidents.

Water consumers are responsible for all charges based on the volume of water passing through their water meter. The Town of Aurora is not responsible for any water consumed, wasted or lost that was incurred through the property owner's water meter.

If you have concerns about any possible leaks, please contact a service professional for assistance. The Town of Aurora does not provide in-home plumbing services to detect or correct any possible leaks.