Water Leak **Detection**

Higher than normal water usage could mean you have a leak. Check your meter to find out.

- Find the meter box. Please see reverse side for additional details on locating your meter box.
- Most meters are on the property line under a 10x15 inch Steel or Plastic lid.
- Remove the lid, taking care not to damage any wires. You will need a large screwdriver or small crowbar.
- Watch the meter for movement.
- If no one is using water and the meter moves, you could have a leak.
- Make sure that the meter box lid is put back correctly.



What to look for on your meter:

When water passes through this meter, the small red triangle on the meter face will move. This is a better indicator of a leak than watching the numbers turn.



When water passes through this meter, the small + on the bottom right of the meter face will flash.

This is a better indicator of a leak than watching the numbers turn.



Common leak causes include:

- Toilet leaks or running toilets
- Dripping taps or faucets
- Sprinkler system leaks
- Leaks in the main supply line to the building

As a property owner, you are responsible for any leaks on your property. This includes where your main water line connects to our meter.

Water Leak Repair

This can be as simple as fixing a leaky toilet or as complicated as digging up your main supply line.

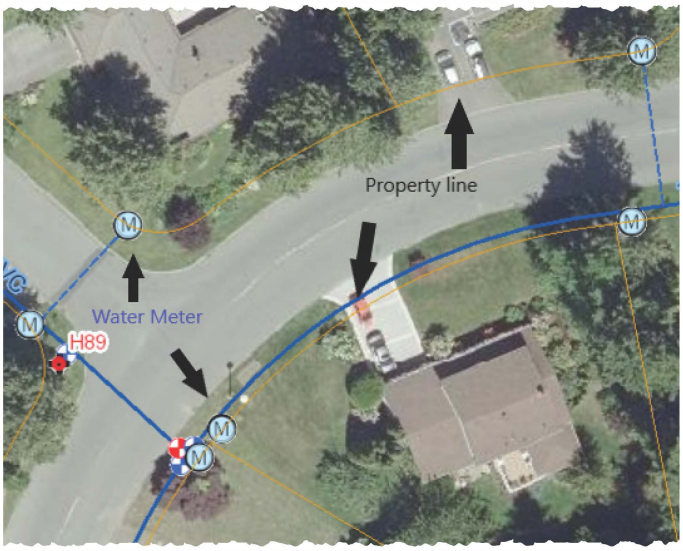
A leak in the main supply line between the meter and the residence or building(s) is the only leak that qualifies for a billing adjustment.

Please visit our website at northsaanich.ca/services/utility-billing for more information on how to apply for a billing adjustment.

Municipal Hall: 1620 Mills Road,North Saanich, BC V8L 5S9 | admin@northsaanich.ca | northsaanich.ca
@northsaanichdistrict | @northsaanich | 250-656-0781

Water Meter Access

We need access to the water meter box to read the meter and to check for leaks and meters that have stopped working. The meter box contains an emergency shut-off valve as well. The most common thing that restricts access is vegetation growing near the meter box.



Locating Water Meter

Most meters are on or near the property or boulevard line.





Look for a 10x15 inch rectangular meter box with a removable lid labeled water meter

Clearing Your Water Meter

If we can't read your water meter, we will estimate how much you've used.

Common reasons to clear the meter:

- Shrubs or vegetation growing over the meter box.
- Lawn or turf growing over the meter box lid.
- Soil, bark mulch or leaves covering the meter box.
- Decorative planters placed on the meter box.
- Vehicles or Trailers parked on the meter box.

Clearing access to your meter provides:

- Accurate meter readings.
- Correct water charges.
- Proper consumption history.
- Access for North Saanich staff for maintenance and repairs.

Good things to keep in mind:

- Keep the meter lid free from soil, gravel, bark mulch and leaves.
- Don't place planters or paving stones on the meter lid.
- Don't plant trees or shrubs near a meter box.



Municipal Hall: 1620 Mills Road,North Saanich, BC V8L 5S9 | admin@northsaanich.ca | northsaanich.ca
@northsaanichdistrict | @northsaanich | 250-656-0781