

# You may have a leak and not even know it!

## WHY IS MY BILL HIGHER THAN I EXPECTED?

A higher than normal water bill may be the result of a leaking or malfunctioning:

- irrigation system
- faucet or showerhead
- outdoor tap
- hot water tank
- household appliance
- shut off valve

## WHAT IF I HAVEN'T SEEN OR HEARD ANY EVIDENCE OF A LEAK?

Even a small leak can waste a lot of water and cost you a lot of money! If left unattended, these small leaks can turn into bigger problems.

## find it! HOW CAN I FIND OUT IF I HAVE A LEAK ON MY PROPERTY?

The best method to determine if there is a leak on your property is to turn off all sources of water in the house and garden, and then inspect the water meter. Water meters are usually located in a black plastic box or a concrete box with a steel lid in the ground near the property line. Pry the lid off with your fingers or a screwdriver, and place it carefully nearby.



**Reading your water meter:** Look at the meter face. Is the leak detector (usually a black triangle or red star) moving? If so, and all sources of water in the house have been shut off, you have a leak.

If no movement is observed when you first look at the meter, write down all the digits shown on the meter face and wait 30 minutes. **Make sure that no water sources on your property are turned on during that time.** After 30 minutes, read the meter again. If the meter dial shows movement or shows a different number on the meter face, you have a leak, and will need to search around your property to find it.

## reduce! TRY THESE waterSMART SOLUTIONS...



### INSTALL A WEATHER-BASED IRRIGATION CONTROLLER

Weather-based controllers and sensors allow you to match your watering schedule to current conditions.

Remember, your lawn only needs **1 inch of water** per week!

### REPLACE YOUR OLD TOILET WITH A LOW-FLOW MODEL

A low-flow model can reduce the amount of water flushed away by up to **65%**.



### REDUCE LAWN COVERAGE

"Turving your turf" can reduce outdoor water use by **70% or more**.

VISIT [www.teamwatersmart.ca](http://www.teamwatersmart.ca) FOR MORE CONSERVATION TIPS



# Water Bill higher than normal?

DURING METER READING THIS PERIOD, RDN WATER SERVICES STAFF NOTICED THAT YOU MAY HAVE A **WATER LEAK** AT YOUR PROPERTY.



**THIS GUIDE WILL HELP YOU FIGURE OUT YOUR NEXT STEPS** CHECKING YOUR PROPERTY FOR LEAKS HOW TO APPLY FOR A WATER BILL ADJUSTMENT WATER CONSERVATION TIPS



## I have a leak, what now?

Search around your property for the source of the leak.

- Do you have a running toilet, or a leaky faucet?
- Is your irrigation system in need of repair?
- Do you have an outdoor water feature such as a swimming pool, fish pond, or fountain that may be leaking?

If you cannot locate the leak, it may be in the main service line, which connects the meter to your residence or other building. Contact RDN Water Services Staff for further information at 250-390-6560. **Once you have located the leak, make sure to take measures to have it repaired!**



## did you know?

ONCE EVERY 5 YEARS,  
ELIGIBLE PROPERTY  
OWNERS MAY APPLY  
FOR AN ADJUSTMENT TO  
THEIR WATER BILL  
IN THE EVENT OF A  
WATER LEAK.

You may be eligible for an adjustment to your high water bill through the RDN's Adjustment for Water Leak policy

## apply for a water bill adjustment

### AM I ELIGIBLE?

To be eligible, applicants must meet the following criteria:

The water leak is associated with . . .

- the main service line
- an irrigation system, or
- an in-home appliance such as a toilet or sink.

The leak was repaired within 14 days of receiving a water bill, or from the date that the leak was discovered.

*Leaks in hot tubs, swimming pools, and decorative fountains are the responsibility of the property owner and do not qualify for adjustments. Please review the Adjustment for Water Leak Policy, and application form for full details.*

### HOW DO I APPLY?

Download the *User Fee Adjustment for Water Leaks Application Form* from [www.rdn.bc.ca](http://www.rdn.bc.ca), and submit the form to the RDN's Water Services Department, along with detailed receipts showing proof of repairs.

### HOW MUCH OF AN ADJUSTMENT WILL I GET?

Bill adjustments are calculated differently depending on the type of leak you have on your property.

If the leak is associated with the main service line from the meter connection to the residence or commercial building, staff shall adjust the bill to the average of the past three year's bills for the period in question.

If the leak is associated with an irrigation system, or in-home appliance such as a toilet or sink, the manager shall take the average billing at the property over the past three years for the billing period in question, plus the value of 50% of the water used as a result of the leak. No customer shall pay more than \$1,500 for the value of the leaked water.

### I HAD A LEAK, BUT FIXED IT A WHILE AGO. HOW LONG DO I HAVE TO APPLY FOR BILLING ADJUSTMENT?

Property owners have one year from the date that the water bill was issued to apply for a water bill adjustment.

## no water leak?

I DON'T HAVE A LEAK, BUT MY BILL IS STILL HIGHER THAN NORMAL. WHY?

- Have your household's water usage patterns changed? For example, has anyone recently moved in?
- Are you working to establish a new garden?
- Do you have a water softener or filtration system?

Any of these situations could cause a significant increase in the amount of water used in your household, and result in a higher water bill. Want to reduce your use? Visit [www.teamwatersmart.ca](http://www.teamwatersmart.ca) to learn how.

### WHAT ARE THE WATER USER RATES IN MY AREA?

The Regional District of Nanaimo has adopted a water user fee rate structure for the nine water systems it serves, and was designed with user fees that increase as consumption increases. This rate structure is . . .

- The same for all nine RDN water systems.
- Based on the average cost to produce water for our customers.
- Structured to encourage water conservation.

Rate per Cubic Meter Per Day	
Minimum Daily Rate	\$0.34
Up to 0.7	\$1.04
0.71 to 1.4	\$1.18
1.41 to 2.1	\$1.52
2.11 to 2.8	\$1.79
2.81 to 3.5	\$2.40
Over 3.51	\$3.60

*User Fee Rates are also printed on the back of your utility notice.*

## question?

I have a question not addressed in this brochure. Where do I go for more information? Please direct inquiries and correspondence to:

WATER SERVICES  
PHONE: (250) 390-6560  
RCU@RDN.BC.CA

MAILING: 6300 HAMMOND BAY RD  
NANAIMO, B.C. V9T 6N2

