

How to read a water meter

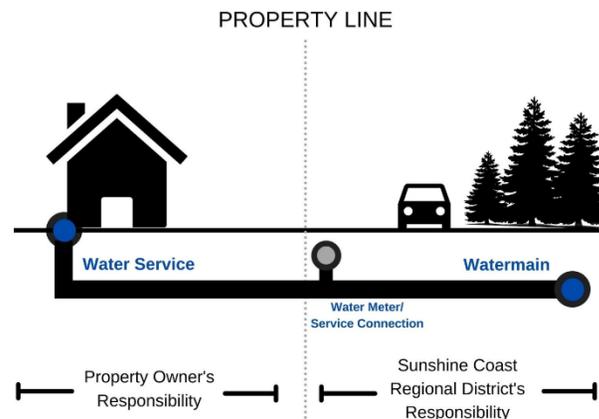
Responsibilities

1. **Locate the water meter box**, where your property water line connects to the SCRDR water main. An in-ground box with a green plastic or metal lid. Open the meter box. You may need to use a screwdriver to lift it.
2. **Shine a flashlight** on the solar panel to activate the screen.



3. Check for the **Leak Notification Icon**.
Icon On: Continuous flow over 24 hours
Flashing icon: Flow over 12 hours
No icon: No leak
4. Use the **RATE** to observe real time water use. The water meter may use:
LPM = litres per minute
No units = cubic meters (1000 litres) per minute
5. The **Flow Indicator Arrow** will be ON when water is flowing and FLASHING during low flow.

The SCRDR is responsible for treating and distributing water to each water meter. Maintenance of all water piping and fixtures beyond the water meter is **the responsibility of the property owner**. If you're unable to find and fix a leak yourself, a plumber can assist with isolating and repairing the leak. Never tamper or interfere with the water meter servicing your property.



The SCRDR can provide:

- Emergency Water Shut Off at the property owner's request (a \$50 fee, this includes turning the water back on)
- Personalized Monthly Water Use Update email, visit scred.ca/water-use

604-885-6806

infrastructure@scred.ca

with the subject line: "Leak Letter at YOUR ADDRESS"

scred.ca/fix-leaks

Water Leaks

Tips for Property Owners



Your water use

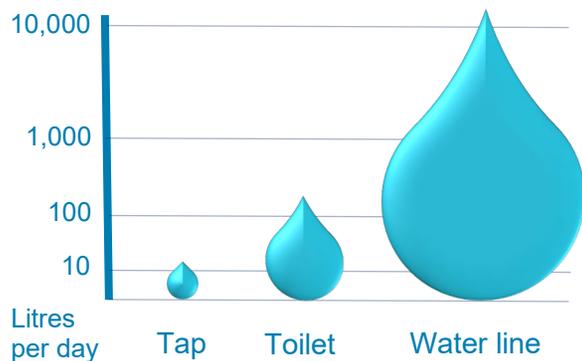
The Sunshine Coast Regional District (SCRD) collects water meter data once per month from the roadway from every property with a water meter. The meter measures and records the volume of water that flows through the meter to the house. This includes the water used on the property and water leaking from pipes, irrigation or plumbing fixtures and appliances.

If a water meter has detected continuous water flow for **24 hours a day**, for **15 consecutive days**, it will alert SCRD staff of a potential leak when we collect the water meter data.

The volume of a detected water leak can be as small as a dripping tap or as large as a burst water line.

Possible leak culprits

Volume of water consumed by typical leaks.



How do I find a potential leak?

Some telltale signs of a leak include **dripping** and the **sound of hissing water** when the water connections are turned off.

1. Check taps, toilets, and appliances.



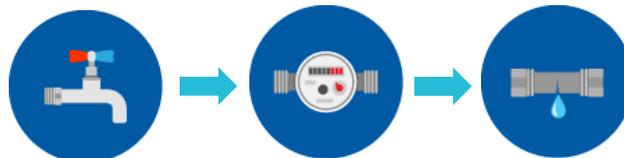
2. Check outdoor water connections and irrigation systems.



If you can't see or hear any evidence of a leak, you or a plumber may need to play detective.

3. Isolate to help locate leaks.

Turn off the main water valve into the home, the irrigation system, or a specific appliance to help isolate the leak location. Use your water meter to determine if water is still leaking when the connections are turned off. See the next section in this brochure for more information.



Isolate leak location

1. Make sure all **taps** and water using **appliances** inside and outside the house or building are **turned off**.

2. **Shut off the main water valve inside the home or building.** This valve is usually located in a basement, utility room, or crawl space. This will be the "shut off point"

3. **Check the water meter** display for a water tap icon to indicate that the meter is detecting continuous flow. Shine a light on the meter display to wake it up. (See the "*How to read a water meter*" guide in this brochure).



4. **Check the meter** display:

If the **RATE is greater than 0**, the possible leak is between the shut off point inside the building and the water meter. (i.e. likely an underground waterline that services the home or building)

If the **RATE = 0**, the possible leak is past the shut off point. (i.e. a water connection at or within the house or building such as a tap, toilet or irrigation system).

5. If the leak is past the shut off point, turn the main shut off valve inside the building back on. (Step 2, in reverse)

6. Through a process of elimination, you can identify the source of the leak. **Shut off the water connection** to a tap or fixture (one at a time), then check the water meter to determine if flow has stopped. **You have found the leaky culprit when the water meter RATE = 0** and a specific device is off.