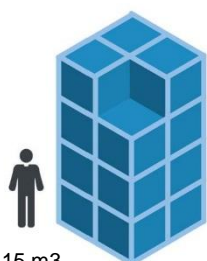
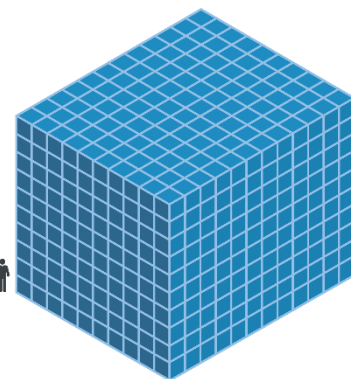


Water leaks happen for many reasons, and any water using fixture or appliance can eventually have a leak.



15 m³

Leaks can range in size. A small stream of water from a faucet can waste 15 cubic metres (m³) per month. A leak this size could increase your bill by \$47.26 each month. If the water level in a toilet tank is too high and overflowing into the overflow tube, or the flapper is completely lifted, it can waste 1,200 m³ per month. A leak this size could increase your bill by \$3,780.48 each month.



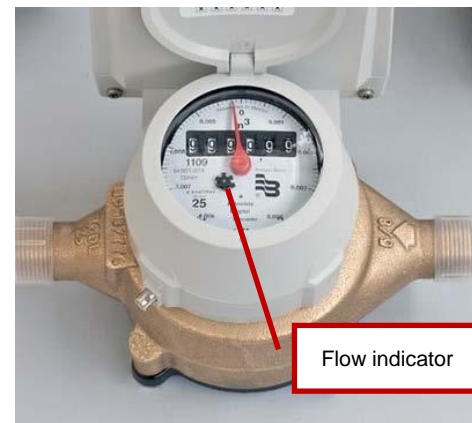
1200 m³

The City and ENMAX are committed to working with customers who experience a high bill. The first step in the process is for you to complete this High Water Consumption Investigation Checklist. Customers are often able to identify the cause of their high water consumption by completing this checklist.



Step 1 – Is there a leak? Your water meter can help you check!

- Turn off all fixtures that use water inside and outside your home. (See Step 2 for a list.)
 - Note:** Make sure no one is using water in the home. Do not turn off the main valve that connects your property to the City water supply
- Find the water meter. It is located where your water service enters your home. This is most often in the basement.
- Is the flow indicator – which may look like a triangle, gear or needle - still turning?
 - If YES, you have a water leak somewhere in your home. Go to Step 2.
 - If NO, there is no water leak in your home.



Then why is my bill so high? There could be many reasons – a toilet flapper that corrected itself on the next flush, visitors to your home, increased outdoor watering during the summer, filling a hot tub or pool, or installing a new water using appliance like a humidifier.



Step 2 – Find the leak

Always check for toilet leaks first – they are the #1 source of water leaks

- Drop - Put several drops of food colouring into the toilet tank and wait 10 minutes. You can also use coffee or toilet bowl cleaner.
- Peek - Look in the bowl. If the water changes colour, you've got a leak.
- Repair - Toilet leaks can be caused by faulty gaskets, flappers that do not close or high water level in the toilet tank.

Did you know?










How fast the indicator is turning can help show what is leaking.
 Slow: It could be a dripping tap or a humidifier malfunctioning.
 Fast: It could be a toilet tank is over filling, a flapper that isn't closing or an irrigation system leak.

For more information on these and other leaks visit Calgary.ca/waterleaks







If the source of the leak isn't a toilet, check all water using fixtures inside and outside your home.

Indoor Leaks

-  Water softener
-  Air conditioner
-  Hot water tank
-  Faucets
-  Humidifier
-  Dishwasher
-  Bathtubs & showers
-  Refrigerator
-  Water dispenser/ice maker

Outdoor Leaks

-  Outdoor taps
-  Irrigation system
-  Fountain or water feature
-  Water Service Line

If you have an irrigation system, walk all areas of your lawn and garden.

- A depression, hole or soft spot in the ground may indicate a water leak below the surface. Contact a certified irrigation specialist to check your underground sprinkler system.
- Look for broken sprinkler head(s) and riser(s) or signs of overspray onto sidewalks, driveways, walls or buildings; runoff into gutter/street.
- Check the mainline irrigation connection for damage or pooling water.

If you are still unsure if you have a water leak in or outside your home, contact a certified plumber to request a complete inspection.



Step 3: Once you've fixed the leak, submit a meter reading

Once you or your plumber have fixed the leak, it's time to submit a meter reading. Take a picture or write down the digits on the face of the meter.

□ □ □ □ □ □ . □ □

Take note of the digits with a white background (before the decimal point) and the digits with a black background (behind the decimal point) on the meter.

Call ENMAX at 310-2010.

- Make sure you have your utility account number.
- Choose the option for home and residential services.
- You will be directed to a Customer Care Representative.

If you are unsure about any information on this checklist please contact ENMAX Customer Service at 403-310-2010.