



FAQ's About Water

How does water get to my house?

Water enters your property from a service line connected to the City water main in the street. In most cases this service line has a meter located at the property line.

Where is my water meter?

Your water meter is usually located in the center of your lot at the road property line. Older areas may have meters located at the property line between properties, and in some cases your water meter is near the main shut off valve inside your house.

Where does the City of Abbotsford get its water?

The existing water supply system includes two surface water sources (Norrish Creek and Cannell Lake), and nineteen groundwater wells. After the water is treated and disinfected it is piped to a series of reservoirs and pump stations connected to the distribution network.

How does the City measure water consumption?

The City of Abbotsford installed a new Advanced Metering Infrastructure (AMI) or "smart metering" system to read water consumption values. A battery-powered transmitter is installed on every water meter currently on the municipal water system. This new AMI technology uses a radio frequency to remotely transmit consumption information to computer software located at City Hall.

The technology is able to:

- Determine leaks in the water distribution system.
- Handle billing questions more efficiently and accurately.
- Provide safe, accurate, and efficient information on water consumption.
- Reduce operational costs, because the reading is now done remotely.
- Improve conservation programs.
- Provide a better understanding of consumption.
- Help the City develop another water source.

A guide to Finding & Repairing Water Leaks

If you still are unable to identify a leak, we recommend you call a plumber to investigate.

For more information contact:
City of Abbotsford
604-864-5511
email wateruse@abbotsford.ca



www.abbotsford.ca



A guide to Finding & Repairing Water Leaks

www.abbotsford.ca/engineering

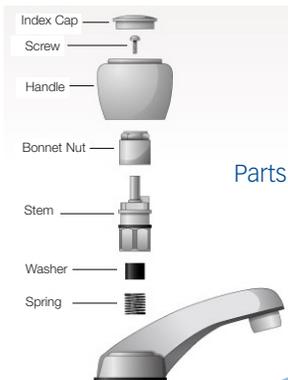


Water leaks cost money!

Is your water bill higher than usual? If so, you may have a leak. The most common leaks you will find in your house are from taps and toilets. If you have leaks you should get them repaired quickly. Your water meter measures all the water you use, including that lost to leakage and you will be charged for this on your water bill.

Tap Leaks

A leaky tap is likely caused by an old washer (O-Ring). The O-Ring is easy to replace, and can be purchased at a local plumbing and hardware store. Just follow the directions on the package, or contact a plumber if you do not feel comfortable completing the process yourself.



Parts of a standard tap

DID YOU KNOW?

A tap leaking one drop of water per second wastes more than 25 litres of water a day? That's 9,000 litres a year!

Source: Natural Resources Canada

DID YOU KNOW?

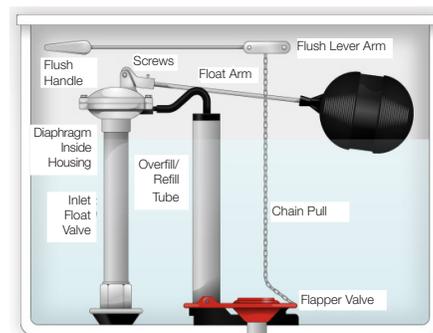
Leaks inside your toilet can waste up to 350 litres of water a day.

Toilet Leaks

To determine if your toilet is leaking follow these easy steps:

1. Listen to your toilet. If you hear running water while the toilet is not being used, you probably have a leak.
2. Add a few drops of food colouring or put a leak detection tablet in the toilet tank. Do not flush the toilet. After 30 minutes check the colour of the water in the bowl.
3. If the coloured water appears in the toilet bowl, you have a leak.

Toilet leaks are generally easy and inexpensive to repair. These leaks are usually caused by a faulty flapper. The flapper is what keeps the water in the tank from flowing into the bowl. They are easy to replace and can be bought at a local plumbing or hardware store.



Inside of a standard toilet

Outdoor Leaks

If your indoor appliances are not leaking, your leak may be located in the pipe between your water meter and your house.

If the water leak is at the meter itself, the City will repair it. Smart meters installed by the City of Abbotsford in most residential areas will detect a leak as soon as one day after it starts. Before this new technology, water leaks could have previously gone undetected for up to 12 months.

Contact the City of Abbotsford Engineering Department at 604-864-5514 for assistance.



DID YOU KNOW?

The average Abbotsford resident uses 280 litres of water per day?

Conserve Water at Home

The three largest sources of water use in your home are showers and baths, toilet flushing and washing machine use.

Residential Rebate Programs

The Abbotsford Mission Water and Sewer Commission (AMWSC) offers rebates on ultra-low flow toilets and hi-efficiency washing machines.

The AMWSC will issue a \$50 rebate to qualifying residents that replace old 13 litre (or more) per flush toilets with a new ultra-low flush toilet. The replacement toilet must be a model approved by the AMWSC and use 6 litres per flush or less.

By replacing your old washing machine with a new high efficiency model you can use 35 to 50% less water and 50% less energy and claim a \$100 rebate from the AMWSC.

Check out www.ourwatermatters.ca for eligible toilet and washing machine models before purchasing.

The AMWSC is also selling indoor water saving kits that include a low flow showerhead at a reduced cost of \$10 including HST. Kits are available at the Abbotsford & Matsqui Recreation Centres & Abbotsford City Hall.

