FAQ's About Water

How does water get to my house?

Water enters your property from the City water main at the meter box, which is 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 them located at the property line between properties, and in some cases your water meter is inside under your stairs. Not all Mission properties have water meters. Only homes built after November 2009 and businesses are metered.

Where does the City of Abbotsford and District of Mission get their water?

The existing water supply system includes two surface water sources (Norrish Creek and Cannell Lake), nineteen groundwater wells, two water storage reservoirs (Maclure Reservoir and Mt. Mary Anne Reservoir) and 95 kilometers of high pressure, steel water transmission mains.

How do the municipalities measure water consumption?

The **City of Abbotsford** installed an Advanced Metering Infrastructure (AMI) or "smart metering" system to read water consumption values in 2011. 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.

In the **District of Mission**, all single-family homes built after November of 2009 were installed with a water meter, and these homes are charged water and sewer fees based on their water consumption. (Sewer charges are calculated based on 87% of the water consumption). Residential meters are read annually near the end of September and invoiced in November. Any unpaid meter invoices as of December 31 will have that amount moved onto their property taxes as arrears.

Mission businesses are also on a metered system, with metered utility invoices (for water and sewer) billed quarterly.

A guide to Finding & Repairing Water Leaks

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

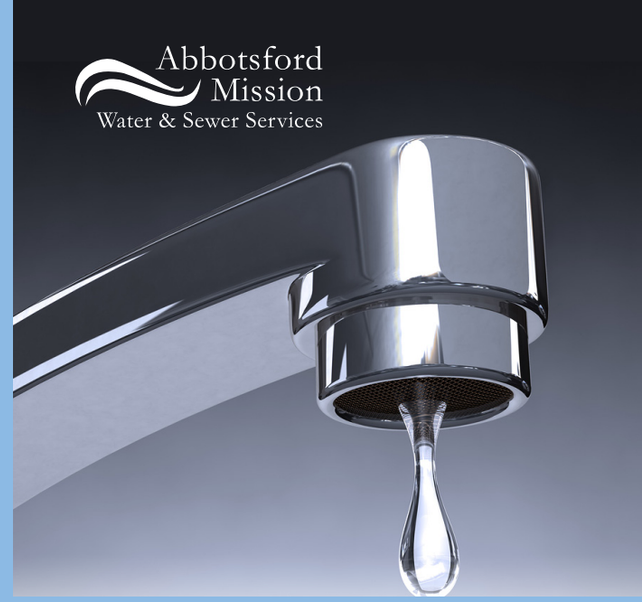
For more information contact:
City of Abbotsford
604-864-5511
wateruse@abbotsford.ca

District of Mission
604-820-3761
PublicWorks@mission.ca

ABBOTSFORD

DISTRICT OF Mission ON THE FRASER

our water matters



A guide to Finding & Repairing Water Leaks

ABBOTSFORD

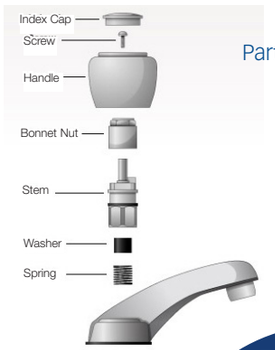
DISTRICT OF Mission ON THE FRASER

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, get them repaired at once. Your water meter measures all the water you use and you will be charged for all water use, including leaks.

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.

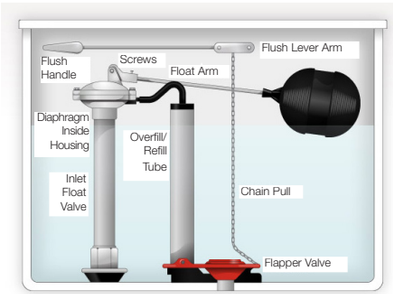
Toilet Leaks

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. After 30 minutes check the colour of the water in the bowl.
3. If coloured water appears in the toilet bowl, you have a leak.

Both the City of Abbotsford and District of Mission Engineering Departments have leak detection dye tablets available for testing toilet leaks.

Toilet leaks are generally easy and inexpensive to repair. Toilet leaks are usually caused by a faulty flapper. The flapper is what keeps 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. The City is available to help you determine if your water leak is between your water meter and your building.

Contact the Engineering Department for assistance.

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

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 high-efficiency toilets and washing machines. By replacing your old toilet, with a new high-efficiency model, AMWSC will give you a $50 rebate on approved toilets that use 4.8 litres or less per flush.

The AMWSC partners with BC Hydro on spring and fall high-efficiency washing machine rebates. Check out **ourwatermatters.ca** for more information.

Remember to check on **ourwatermatters.ca** for eligible toilet and washing machine models before purchasing.

DID YOU KNOW?
Long showers can waste up to 130 litres of hot water every 10 minutes! Switching to a low flow showerhead will save water and energy.

Indoor Water Savings Kits that include a low flow shower head are available at the Engineering Department for a reduced cost of $10.