

Kamloops
Canada's Tournament Capital

WHY IS MY WATER BILL SO HIGH?

YOUR WATER METER CAN HELP IDENTIFY WHETHER YOU HAVE A WATER LEAK

Does the water meter show a flow rate when water is not being used?



IF YES, there is water leaking or being used.

IF NO, there is no water leak.

Shine a bright light (flashlight) on the water meter display area to activate display. The display will switch between flow rate (L/min) and total consumption.

The higher the flow rate, the larger the leak.

LEAK INDICATOR (displays possible leaks)	
OFF	Indicates there are no leaks
FLASHING	Indicates water usage for more than 50% of the time during a 24-hour period
CONTINUOUS ON	Indicates water usage at least once every 15 minutes during a 24-hour period

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FINDING THE LEAK

DID YOU KNOW? Toilets are the most common source of water leaks. Try adding a dye tablet, food colouring, or coloured toilet bowl cleaner into the toilet tank. Wait 10–15 minutes without flushing. If the colour appears in the toilet bowl, then the toilet is leaking.

Aside from toilets, indoor leaks can be caused by any appliance or structure that uses water, including:

- Faucets (indoor/outdoor)
- Shower heads
- Air conditioner
- Hot water tank
- Humidifier
- Water dispenser
- Water softener
- Ice maker
- Dishwasher
- Irrigation system

For further guidance, contact the Civic Operations Department. The City of Kamloops is committed to working with customers who experience a high water bill.

Civic Operations:
955 Concordia Way
P: 250-828-3461
E: civicoperations@kamloops.ca

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