



## Have you had a plumbing problem or fixed your toilet?

Here are some tips to help you detect leaks and save you money.

If you received a large utility bill recently it might be time to check your property for plumbing leaks. There are some quick and relatively easy checks that an account holder or property owner can do to check to see if a larger utility bill has been caused by a running toilet, a water softener or leaking underground sprinklers.

### **2 Easy Self Checks for Leaks:**

1) Read your meter before going to bed. Record your reading. Read the meter again in the morning *before* you use your shower, bathtub, toilet or sink. Compare the readings. If the reading is the *same* in the morning, your property shouldn't have any predominant or major leaks. If the reading on the meter has changed, you likely have a leak on your property and should test your fixtures including dishwashers, water softeners and underground sprinklers.

2) To test for a toilet leak, place some food colouring in the toilet tank. Please do not flush the toilet for at least 15 minutes. If the coloured water leaks from into the chamber into the toilet bowl and the water in the toilet bowl becomes coloured, there is probably something leaking in the toilet.

NOTE: If you think you have a leak and require a plumber for your property you, the property owner or account holder must make those arrangements. The City's Utility Department does not provide this service.

### **If you have fixed a leak:**

**The City of Moose Jaw has passed a policy on December 5, 2016, that will assist in promoting water conservation. If a property owner has detected a leak, has done work to their property to fix the leak and thereby is promoting water conservation, they may be eligible for an adjustment, provided they can produce a receipt indicating the work was done.**

If you feel that you as the property owner or the account holder of a residential property might be eligible for an adjustment to your account, please visit the Utility Department at City Hall, email [reception@moosejaw.ca](mailto:reception@moosejaw.ca) or phone (306)694-4410.



City of  
Department  
Utility  
Water



Moose Jaw  
of Financial Services –  
Department  
Conservation Policy

*Effective December 5, 2016*

1. Authority for water conservation adjustments will apply to residential customers only and is covered under Section 22(1) of Bylaw No. 5152, The Sewer and Water Utility Bylaw, which states the following:

**22(1) A residential customer that detects a plumbing problem, will notify the Utility Department immediately. The customer is encouraged to fix the problem as soon as possible and shall retain any receipts for the repairs and provide copies of the same to the City. The Utility Department may adjust sewer and/or water service accounts in accordance with the Water Conservation Policy.**

2. The City's Utility Department will measure the consumption to ascertain if the problem is fixed. The test will consist of two separate readings taken 7 to 10 business days apart. The daily consumption will be calculated for the test period and compared to the previous two quarters. If there is a decrease in the daily consumption of 10% or more, the current bill will be adjusted. The adjustment will reduce the daily consumption of the billing to the level determined during the test period.
3. The adjustment indicated in Section 2 of this policy shall be granted once every 5 years per sewer and water account as incentive for water conservation. In the event the adjustment is disputed, the Director of Finance will conduct a review and the decision is final. Adjustments are available for all residential accounts.
4. All adjustments made under this policy will be done in accordance with the guidelines contained in the Water Conservation Procedure.

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