

## Checklist to Determine the Source of High Water Use

Frequently, high water use is intentional. Perhaps you recently installed a new hot tub or Jacuzzi - these use a large volume of water to operate.

Over the summer months, maintaining your garden or lawn may account for higher than average water use.

However, if your high water use was not deliberate, it is recommended that you investigate the cause.

- Has your garden or lawn been watered more than usual? Were your plants/gardens accidentally watered throughout the night?

- Were younger family members playing with the water hose outside or the toilet inside without your knowledge?



- Did someone leave a tap open accidentally, either indoors or outdoors?
- Check for leaks by recording your meter reading at night and again in the morning before any water is used in the household. This will help identify if you have a leak.
- Are your water taps stiff to use?



Is it difficult to close them?  
Taps that do not close properly can drip, wasting several cubic meters of water each month.

- Is your toilet operating properly? Does your toilet get stuck in the 'flush' mode on occasion?
- Do you have a silent leak in your toilet? To check, put a few drops of food colouring in the water tank. If after a few hours, the water in the toilet bowl turns the same colour, your toilet is leaking and requires repairs.
- Does your water softener have too much/too little salt in it? Is your water softener plugged in? Some water softeners will run constantly if the incorrect amount of salt is used or if the softener is unplugged as it is recharging.

- Is your water softener leaking? Are fine salt crystals accumulating along joint lines or on the floor around the water softener?
- Is your humidifier in proper working order? Are there water stains or rust spots around the humidifier?
- Did you have a new appliance that uses water installed recently?



Possible items include a dishwasher, ice-maker fridge, washing machine, water softener, hot tub, toilet, taps, or hot water heater.

- If you have installed a new appliance:
  - Does this appliance use more water than the previous appliance?
  - Was the appliance installed correctly?
  - Can you hear water running through this appliance? The presence of noise may indicate a leak.
- Have there been changes in water usage with some members of the household? For example, has someone started taking daily baths when they previously had daily showers?



If your high water use cannot be attributed to any of these circumstances, you may have a silent water leak in your home. To check, turn off all water including outside taps and check the leak indicator - a plus sign, a red dial or a black triangle - on your water meter.



If the leak indicator is moving or the plus sign is visible, there is a water leak in your home that needs to be located and repaired.