



WATER METERS IN WEST VANCOUVER

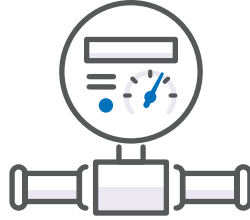
**Frequently asked questions and
what you need to know**

IF YOU SUSPECT A LEAK, CHECK YOUR WATER USAGE ONLINE

TABLE OF CONTENTS



**FREQUENTLY
ASKED
QUESTIONS
ABOUT YOUR
WATER METER**



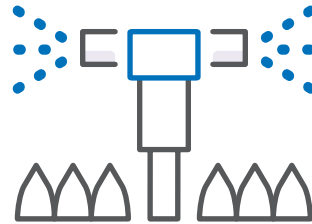
**HOW TO READ
YOUR WATER
METER**



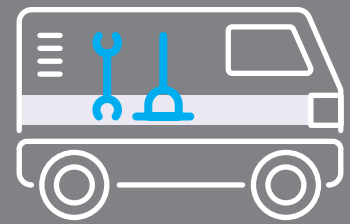
**HOW TO CHECK
YOUR WATER
USAGE ONLINE**



**HOW TO CHECK
FOR LEAKS -
INDOORS**



**HOW TO CHECK
FOR LEAKS -
OUTSIDE**



**PLEASE SHARE
THIS DOCUMENT
WITH YOUR
SERVICE
PROFESSIONAL**

FREQUENTLY ASKED QUESTIONS ABOUT YOUR WATER METER

Most water meters are installed near the property line somewhere around your property. This will depend on where the District water main is located. In some cases, it may be in the boulevard or street near the property, or inside the house where water service enters. This would be near the hot water tank or outside tap.

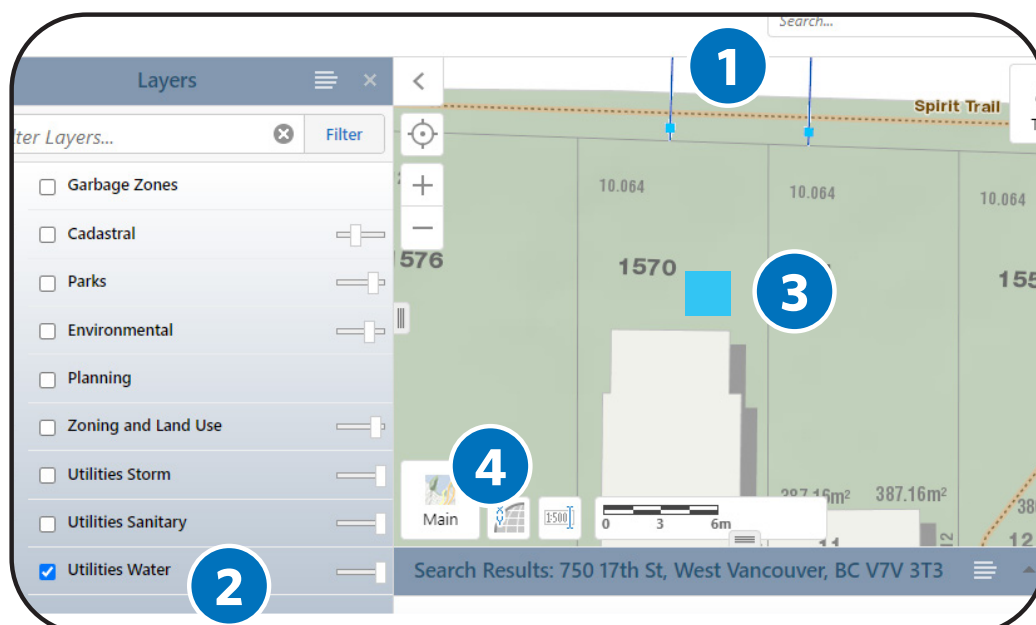
The lid covering the meter pit can range in size from 46x61 to 61x91 centimetres (18x24 to 24x36 inches), and is most often brown or black with a white circle. It will be made of metal or plastic.

Check WestMap

To see a map of the meter location on your property, follow these steps at westvancouver.ca/westmap.

1. Search for your home address in the search bar at the upper right corner.
2. Check off the box next to Utilities Water on the left side of the page.
3. The small blue box on the map indicates the water meter location. Zoom in if blue lines are not visible (not all properties will have a blue box on the map, the meter should be located where the blue lines meet water service and property line).
4. In the bottom left corner, choose Aerial 2020 to see the satellite view of the property.

Note: This map also shows other utilities such as sanitary mains and catch basins. These can be used as references for finding the water service line and meter location.



Tips for finding the meter

When going to look for the meter, take a cloth and a long screwdriver to open the lid. **The lid won't be locked.**

WATER METER NOT VISIBLE?

The property water meter was installed in 2007 or 2008. It is possible that since then it has been covered with landscaping, paving stones, or driveway.

The Waterworks Bylaw states that it is the homeowners' responsibility to keep the water meter accessible at all times.

- Go to the area indicated on the map on the WestMap website.
- Irrigation boxes with connections to the service line and irrigation shut-offs are frequently located in close proximity to the meter pit.
- Finding the water shut-off to your property will also help you find the water meter. The water shut-off is located in a vertical pipe along the water service at the property line. It is usually located on the road side of the water service, but it can also be on the house side.
- Look at the location of your neighbour's meter. When installed, meters were kept in line with each other if possible.
- Look at where the water service enters the house and/or the outside taps are located. Most lines run straight from one of those points to the water main, if the landscape allows it.
- Metal detectors can also be used. These can be rented from a private company, and will only be effective if there is a metal lid/service line.
- Once in the area indicated on the map, if the meter is not visible, gently poke a pole or screwdriver through the ground to see if it hits metal, which most lids are made of. Some are made of plastic. ***Be careful to avoid any other services located on the property.***



CAUTION:

Before digging into the ground, contact BC One Call. This will give you the location of other services located underground on your property.

Care should always be used when opening the water meter lid. Most often, there is a wire connecting the lid to the water meter. The wire will be long enough to lay the lid on the ground beside the water meter.

HOW TO READ YOUR WATER METER

THERE ARE THREE TYPES OF READERS: Prorread, Procoder, and Ecoder

Each type tracks how much water flows through the meter but the way they are read varies. On some meters there may be a lid covering the register face and that may need to be wiped with a cloth. If there is water around the water meter, it will need to be drained by a service professional as the District does not provide this service.

Every meter has a Meter Interface Unit (MIU) #. This is a 10-digit number that starts with 1. This number will be located on the meter register head. This number can be found on the top of your quarterly utility bill.

Note: The meter counts how much is being used. It is measured in cubic metres (m³)—one cubic metre = 1,000 litres.

Find the water meter that matches yours below:

PROREAD WATER METER

- there will be a gray box in the water meter pit with a white circle on the lid that transmits the read for the monthly read collection
- the numbers to the left of the decimal point is how many cubic meters of water have passed through the meter, which can also be found at the top of your quarterly utility bill
- the number to the right is recording the consumption below 1 m³, for example, a 1.1 m³ read would equal 1,100 litres
- the small red arrow is the flow dial, it will only move when water is moving through the meter
- the small sections circling the outside of the larger dial equal 1 litre of water



PROCODER WATER METER

Procoder meters are similar to Proread meters with the following differences:

- there is only one arrow
- there are four digits on the right side of the decimal point, which allows a visual of smaller units of measure, with the farthest digit to the right registering one litre
- this allows you to count much smaller quantities of water, which can be very useful when you have a leak



ECODER WATER METER

The Ecoder meter is a digital meter.

- this meter may not have a gray box inside the meter pit like the other two meters types, but may have a white circle on the lid and a wire attached to the meter
- if the digits are not visible, the display can be lit up by shining a light onto the solar panel (a cellphone light will work for this), it can take up to 30 seconds for the numbers to appear
- two numbers will flash on the display; one number is the read; the other is the flow rate
- there are four digits on the right-hand side of the decimal point, which allows smaller units of measure, the farthest digit to the right registers one litre



Both the Ecoder and Procoder meters can provide an hourly data log report for the previous 90 days. The cost of this report is \$150 and can be ordered by emailing permission for the charge to **dispatch@westvancouver.ca**.

HOW TO CHECK YOUR WATER USAGE ONLINE

It's easy to find out how much water you use every month by following these simple steps:

- create a myDistrict account at westvancouver.ca/mydistrict
- information available includes:
 - ✓ monthly water use
 - ✓ water use trends and graphs, comparing previous month and year
 - ✓ historical utility bills and account balance summary

A resident can choose how to receive their water consumption information by:

1. quarterly utility bills that arrive one month after the end of each quarter
2. monthly emails delivered the 3rd week of the following month
3. signing into MyDistrict account, with reads available the first week of the following month
4. looking at the water meter

How to receive water reading notifications

Sign into your MyDistrict account and click on your Utility Account. Here you will see "Reading Notification Subscription". Select **YES** under Readings Notification Subscription and save.

READING NOTIFICATION SUBSCRIPTION

YES NO (CURRENT) ✓

SAVE

You will receive a message confirming that your subscription is now active. The notification will be sent on the third week of the month with information about your previous month's water consumption.

When to contact a service professional

If you are unable to find the source of a leak, contact a plumber or drainage company to investigate. There are also leak detection companies that will evaluate your water service and provide a report for other companies to complete the work.

Providing a print-out of the water consumption for your property, as well as this FAQ document, may help a service professional identify your leak.

For liability reasons, employees of the District cannot provide recommendations for companies or conduct work on private property.

Trends in water usage

Sometimes consumption increases may not indicate a leak and can be explained by a specific activity, such as turning on a sprinkler system, filling a swimming pool, using a power-washer, or leaving a hose on.

By looking at your meter readings over time, you can better understand your water use and take more control of your water bill. Remember, you are billed for all the water that passes through the meter.

Some tips to consider:

- Does your water bill regularly increase in the summer? This is likely due to outdoor water use, such as a sprinkler system, pools, water features, or any other water system turned off in the winter. A year-over-year summer increase is a strong leak indicator.
- Has your water bill increased slowly over time and remained high? You may have a main water line leak that has grown over time.
- Did your water use increase suddenly and continue increasing? This may indicate a sudden break in a main service line or irrigation pipe. Large increases due to a leak are most likely an outdoor leak (in many cases, water will not present itself on the property but rather run off the property underground).

Sharing your water use information with a service professional may help them understand the trends in water use and determine if an investigation of the water system is necessary.



DID YOU KNOW?

Average water consumption for a single-family home during the summer is 100 m³, and 50 m³ in the winter.

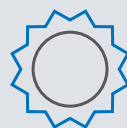
AN AVERAGE SINGLE-FAMILY HOUSE HAS SEASONAL FLUCTUATIONS IN WATER CONSUMPTION



January to
March



April to June



July to
September



October to
December



If the information you are looking for or your question hasn't been answered within this FAQ, you can call the Engineering Department at 604-925-7020.

HOW TO CHECK FOR A LEAK —INDOORS

Common indoor leaks

You can determine if a leak is inside or outside your home by turning off the main water shut-off valve where it enters the home. This is usually where the hot water or outside tap is located.

If the flow indicator does not move when the valve is closed, the leak is inside of the house. Common locations for indoor leaks are:



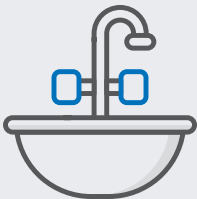
TOILETS

Toilets are the most common type of indoor leak. They are generally easy and inexpensive to repair.

Check to see if a toilet tank is leaking into the bowl by adding food colouring to the tank and waiting 30 minutes. If colour appears in the toilet bowl without flushing, there is a leak.

Does the toilet flush valve catch? This would cause the water to continue to run if it has not been confirmed that the valve has closed properly.

You can contact your local hardware store or plumber for advice on how to repair the leak. You can also find information online, but ensure it is a trustworthy source.



TAPS

Check to see if any indoor or outdoor taps are dripping. Leaky taps are often caused by a worn washer, which is generally a simple fix. You may be able to replace it yourself, or you can consult a plumber.



OTHER APPLIANCES

Check all appliances in the house that use water including:

- hot water heaters with tanks
- Wine rooms. Depending on how they are cooled, leaks can be large and difficult to find.
- instant wine bottle coolers
- radiant heat floors

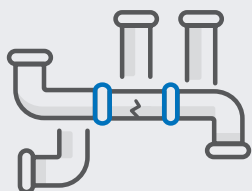
HOW TO CHECK FOR A LEAK —OUTDOORS

Common outdoor leaks

Outdoor underground leaks may not be visible on the surface, even if it is a very large one.

You can determine if a leak is inside or outside your home by turning off the main water supply leading indoors. If your meter still indicates water is flowing, then the leak is outdoors.

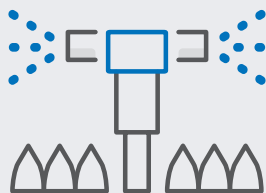
If you have shut-offs to the outdoor water systems, such as a sprinkler system, hot tubs, ponds, and pools, closing those valves will help to isolate where the leak may be occurring. Turning off a system may not necessarily indicate the problem so the shut-off valve for the entire system should be located and turned off. Monitoring the meter as you open and close the valves will help identify problems.



LEAK ON MAIN SERVICE LINE

If the flow meter is still moving with all of the systems shut off, there may be a leak on the District main water service line. This would be between the main service line and where it enters the home. A large leak on this line may result in decreased water pressure.

These leaks are best investigated by companies with access to underground leak detection and repair equipment. Leaks on private property are the responsibility of the home owner.

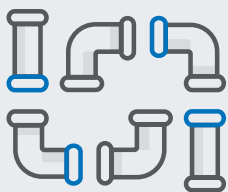


SPRINKLER SYSTEMS

Regularly check your sprinkler system for leaks. A leaking sprinkler system can cause significant water loss.

Even sprinkler systems that are not currently running can have a leak. This occurs only when a system on a timer starts watering at the programmed times. To test for this, check daily water use on the meter, keeping in mind specific watering days.

If you have an Ecoder or Procoder water meter, a daily log can be very helpful to identify leaks on active sprinkler systems.



INTERMITTENT LEAKS

Intermittent leaks can be very hard to find. If isolating the systems does not provide answers, the meter needs to be visually monitored. This can start on a weekly or daily basis, but may need to be checked and recorded more frequently to understand what is happening on the water service and when.