

Water customers are financially responsible for all water that passes through the water meter, including water and sanitary sewer charges due to plumbing issues.

Common Causes of Leaks

Neptune water meters have a solar panel to power the LCD display. When the solar panel is exposed to a light source (shine a flashlight on it if required) the display will activate showing the current reading in cubic meters and Flow/Leak indicators.

If the leak indicator (a dripping tap icon  is flashing, an intermittent leak is indicated. If it is continuously on, a continuous leak is indicated. The following are common causes of leak problems:

Possible Causes of Leaks	Intermittent	Continuous
Outside faucet, garden or sprinkler system leaking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Toilet Valve not sealed properly	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Toilet running		<input checked="" type="checkbox"/>
Faucet in kitchen or bathrooms leaking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ice maker leaking		<input checked="" type="checkbox"/>
Soaker hose in use		<input checked="" type="checkbox"/>
Washing machine leaking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dishwasher leaking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hot water heater leaking		<input checked="" type="checkbox"/>
Watering yard for more than eight hours	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Continuous pet feeder		<input checked="" type="checkbox"/>
Water-cooled air conditioner or heat pump	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Filling a swimming pool		<input checked="" type="checkbox"/>
Water Softener regenerating too frequently	<input checked="" type="checkbox"/>	

Toilet leaks are the most common cause of high water bills. Most leaks associated with toilets occur due to problems with the flapper valve, high water levels and handles.

Leaky Flapper Valve

The flapper is the flush valve seal that controls the volume of water passing from the tank to the bowl during the flush cycle. The flapper has an average life span of five years. After this it begins to lose resiliency and begins to leak. To check your toilet for flapper leaks:

1. Remove the toilet tank lid
2. Add five drops of food colouring to the toilet tank
3. After about 10 minutes, look in the toilet bowl.
If you see coloured water, you have a flapper valve leak.
If the water is clear, it is not leaking.

Water Level in the Toilet Tank

The water level in your toilet tank should be set approximately one centimeter below the top of the overflow pipe. Adjust the float ball to adjust level.

Toilet Handle Problems

Handles that do not return to the correct position after flushing stop the flapper valve from closing and allow the water to run continually. Adjust the chain or guide wire if it is out of alignment.

