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## WATER METER PROGRAM

The City of Duncan is committed to improving the quality of life for its residents through sustainable practices. Managing water supply and demand through the operation of an efficient and effective water meter program is important for long-term health and prosperity of the community.

### **About the Water Meter Program**

Over the next three years, the City will be installing new water meters at all residential properties on the City system. The objective of the program is to provide new, efficient, and accurate meters with enhanced features such as leak detection, backflow monitoring and radio read capabilities.

### **Benefits to You**

- The City will be able to read your water meter without entering your property, ensuring your privacy.
- The new water meter system will increase the speed, efficiency and accuracy of meter readings.
- The new water meter will allow you to accurately monitor your water usage and detect any low-flow water leaks, reducing water waste.
- You have the potential to save money, as homeowners will be billed based on actual, not estimated, water use.
- The water meters will be installed at no cost to homeowners.

### **About Corix Utilities**

CORIX Utilities has been contracted to install the new water meters on behalf of the City. CORIX is a BC-based company that provides sustainable and cost-effective water infrastructure solutions to communities across North America. The company has extensive meter installation experience.

If you see the Corix logo in your neighbourhood, you'll know they are installing water meters nearby. To learn more about CORIX, please visit [www.corix.com](http://www.corix.com)

# FREQUENTLY ASKED QUESTIONS

## 1. Why is the City shifting to a meter program?

The new meter program means that Customers will no longer experience estimated reads on their utility statement: you'll pay for exactly what you use each month. When people are charged for their actual measured use, they tend not to waste it, thereby reducing their overall water consumption.

## 2. How do I read my new water meter?

If you wish to read the meter, open the lid on the pit installation and lift the small flap on top of the meter to obtain the read manually.

## 3. How often is the meter read, and by whom?

The meter will be read four times per year by the City Works crew. However, the radio read system will allow the meter to be turned on and read remotely so no one will need to visit your property.

## 4. How are rates determined?

Initially, the City will only be gathering usage data to establish consumption patterns. Immediately following installation, there will be no change in your water billing. You will continue to be billed at a flat rate until we can provide more information to residents on what their metered bill rates will look like.

## LEAK AWARENESS TIPS

Detecting water leaks can save you money on your water and sewer utility bills. Here are some quick tips on finding leaks in your appliances or plumbing fixtures.

### Leaking Toilets, Faucets and Pipes

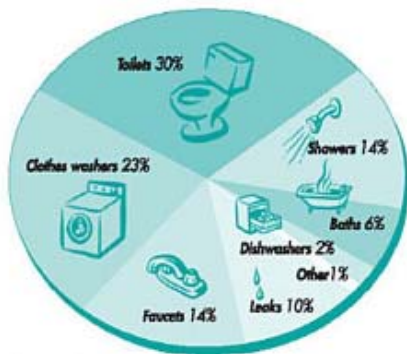
A leaking toilet can waste hundreds of litres of water a day. To check for a leaking toilet, add food colouring to the toilet tank and wait a few minutes. If the toilet bowl changes colour, you have a leak. Other signs that you have a leak include:

- Sounds coming from the toilet when it is not being used.
- The need to adjust the flush handle to get the toilet to stop running or to empty the tank.

A leaking faucet can waste from 40 to 100 litres of water a day. Check for drips and replace faulty parts regularly.

## Typical Water Use Inside the Home

The average resident uses more than 340 litres per day on activities such as washing dishes, doing laundry, showering and flushing toilets.



\* Source GVRD

Toilets – 30%  
Faucets – 14%  
Washing Machine – 23%  
Dishwasher – 2%  
Showers – 14%  
Baths – 6%  
Leaks – 10%  
Other – 1%

## WATER CONSERVATION TIPS

You can reduce water consumption and potentially save money over the long term by following some of these water conservation tips.

### INDOOR

- Turn the faucet off when brushing your teeth or shaving
- Install a faucet aerator on your kitchen and bathroom sinks
- Don't use your toilet as a wastebasket
- Install a low-flow showerhead and take shorter showers
- Install a low-flow or dual-flush toilet
- Rinse dishes, vegetables and fruits in a filled basin rather than under running water
- Water your plants with leftover rinse water or water collected from a rain barrel
- Wash only full loads in the dishwasher and washing machine
- Keep a jug of water in the fridge for drinking to avoid running the water until it gets cold.

### OUTDOOR

- Minimize evaporation by watering during the early morning hours, when temperatures are cooler and winds are lighter, making sure to follow watering restrictions
- Use a layer of organic mulch around plants to reduce evaporation
- Use a broom instead of a water hose to clean your driveway
- Check outdoor faucets, pipes and hoses for leaks
- Raise the blade on your lawn mower to at least three inches high. Shorter grass makes the roots work harder, requiring more water
- Weed your lawn and garden regularly, as weeds compete with other plants for water
- Wash your car with a bucket and sponge instead of a hose
- Collect water in a rain barrel for use on indoor and outdoor plants