



FAQ's About Water

How does water get to my house?

Water enters your property from the City water main at the meter box, which is located at the property line. Approximately 15% of Mission residents are metered, while 100% of Abbotsford Residents are metered.

Where is my water meter?

Your water meter is usually located in the center of your lot at the road property line. Older areas may have meters located at the property line between properties and in some cases your water meter is inside where the main shut-off is.

Where do the City of Abbotsford and District of Mission get their water?

The existing water supply system includes two surface water sources (Norrish Creek and Cannell Lake), nineteen groundwater wells, two water storage reservoirs (Maclure Reservoir and Mt. Mary Anne Reservoir) and 95 kilometers of high pressure transmission mains. This system is used to supply water for both the City of Abbotsford and the District of Mission.

How does the City of Abbotsford and District of Mission measure water consumption?

The City of Abbotsford uses an Advanced Metering Infrastructure (AMI) system to read water consumption values. A battery-powered transmitter is installed on every water meter currently on the municipal water system. This AMI technology uses a radio frequency to remotely transmit consumption information to computer software located at City Hall.

The District of Mission uses a mix of manual readings for some meters and remote reading by radio frequency for other meters.

The benefits of radio-read metering program include:

- Assist with leak detection in the water distribution system
- Serve to answer billing questions more efficiently and accurately
- Provide safe, accurate and efficient information on water consumption
- Reduce operational costs because the reading is done remotely
- Use collected data to improve conservation programs
- Help provide a better understanding of consumption.
- Help Abbotsford and Mission residents conserve water.



DID YOU KNOW?
 22% of indoor water use comes from doing laundry. Save water by making sure to adjust the settings on your machine to the proper load size.

A guide to Finding & Repairing Water Leaks

If you still are unable to identify a leak, we recommend you call a plumber to investigate.

For more information contact:
City of Abbotsford
 604-864-5511
wateruse@abbotsford.ca

District of Mission
 604-820-3761
pworksadmin@mission.ca



www.ourwatermatters.ca



A guide to Finding & Repairing Water Leaks



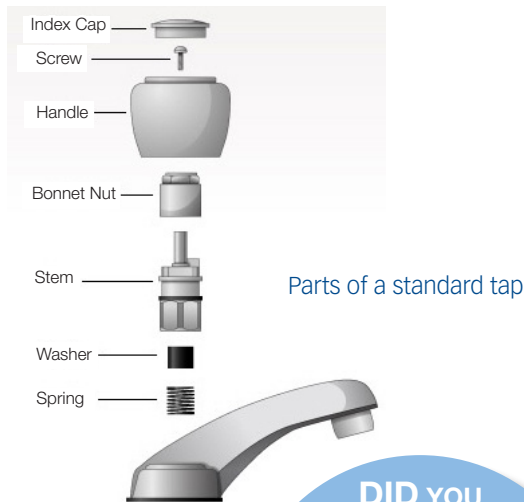
www.ourwatermatters.ca

Water leaks cost money!

Is your water bill higher than usual? If so, you may have a leak. The most common leaks you will find in your house are from taps and toilets. If you have leaks you should get them repaired at once. Your water meter measures all the water you use, and you will be charged for all water use, including leaks.

Tap Leaks

A leaky tap is likely caused by an old washer. The washer is easy to replace and can be purchased at any hardware store. Just follow the directions on the package or contact a plumber if you do not feel comfortable completing the repair yourself.



DID YOU KNOW?

A tap leaking one drop of water per second wastes more than 25 litres of water a day? That's 9,000 litres a year!

Source: Natural Resources Canada

DID YOU KNOW?

Leaks inside your toilet can waste up to 900 litres of water a day that can add up to \$25 per day in water charges!

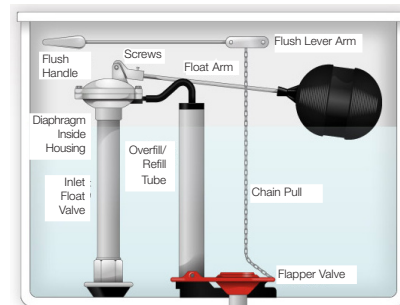
Toilet Leaks

To determine if your toilet is leaking follow these easy steps:

1. Listen to your toilet. If you hear running water while the toilet is not being used, you probably have a leak.
2. Add a few drops of food colouring or put a leak detection tablet in the toilet tank. Do not flush the toilet. After 30 minutes check the colour of the water in the bowl.
3. If the coloured water appears in the toilet bowl, you have a leak.

Both Abbotsford and Mission Engineering Departments have leak detection tablets available for testing toilet leaks. Call for more information.

Toilet leaks are generally easy and inexpensive to repair. These leaks are usually caused by a faulty flapper. The flapper is what keeps the water in the tank from flowing into the bowl. They are easy to replace and can be bought at any hardware store.



Inside of a standard toilet



Outdoor Leaks

If your indoor appliances are not leaking, your leak may be located in the pipe between your water meter and your house. If a water leak is at the meter itself, the municipality will repair it. Smart meters can detect leaks as quickly as one day after they start. Before this technology and monitoring, consumption leaks could have gone undetected for up to 12 months.

If you need assistance assessing a water leak, contact the City of Abbotsford Engineering Department at 604-864-5511 or the District of Mission Engineering and Public Works at 604-820-3761.



DID YOU KNOW?

The average Abbotsford resident uses 185 litres of water per day and Mission residents use 335 liters per day?

Conserve Water at Home

The three largest sources of water use in your home are showers and baths, toilet flushing and washing machine use.

Residential Rebate Programs

The Abbotsford Mission Water and Sewer Commission (AMWSC) offers rebates on high-efficiency toilets and washing machines. By replacing your old toilet, which can use up to 20 litres per flush, with a new high-efficiency model, AMWSC will give you a \$50 rebate on approved toilets that use 4.8 litres or less per flush.

By replacing your old washing machine, that can use up to 125 litres of water per cycle, you can save up to 50% less water and claim a \$100 rebate from the AMWSC and BC Hydro during Spring and Fall campaigns.

Check out www.ourwatermatters.ca for eligible toilet and washing machine models before purchasing.



DID YOU KNOW?

Long showers can waste up to 130 litres of hot water every 10 minutes! Switching to a low-flow shower head will save water and energy.

Indoor water saving kits that include a low flow shower head are available at the Abbotsford Engineering Department and Mission Municipal Hall for a reduced cost of \$10 plus tax.