

North Cedar Improvement District

WATER BILL higher than normal?

See below FAQ's to help figure out next step:

Question: Why is my water bill so high?

Answer: There are many factors to consider when answering this question. The North Cedar Improvement District uses a Tiered Water Rate System for water billings to encourage conservation. The more water you use, the higher the unit cost for water will be. For more information please see on the district website www.ncid.bc.ca residential water rates under the Finance tab. The number one cause for high water bills is excessive lawn and garden watering. The average irrigation system uses 1 cubic meter of water every 22 minutes. How long and often does your irrigation system run?

Question: How do I tell if I have a leak?

Answer: The best method to determine if there is a leak is to turn off all sources of water in the house and garden then locate the water meter (located in a box near the property line). Check the dial on the meter for movement. If no movement is observed, record the present reading and wait 30 minutes, read the meter again. If the meter shows movement or has shown usage in 30 minutes, something is leaking.

Question: The meter is moving but I'm not using any water. What do I do next?

Answer: Check all faucets and pipes. Watch for drips, and quickly replace faulty parts. The toilet is a common source of unnoticed leaks. Often leaks occur when the toilet is out of adjustment or parts are worn. To tell if your toilet is leaking listen carefully to it. If you hear the sound of running water, your toilet is leaking. Add food colouring or dye to the toilet tank and wait 20 minutes. If coloured water appears in the toilet bowl, a leak is present. Toilet leaks are not hard to fix, and you can ask for advice at your local hardware store or call a plumber.

Question: I found a leak, am I responsible for all the water used?

Answer: Property owners can apply for a leak adjustment credit for excess water charges resulting from a leak. To be eligible for a leak adjustment you must have repaired the leak within 30 days from the date of that billing period and provide proof of repair (receipts for any materials or services related to that repair). If you wish to apply for a leak adjustment, please complete the Leak Adjust form (found on the district website under Finance/Forms) return it to our office within 30 days of the date of billing with the necessary receipts. Upon receipt staff shall calculate the adjustment based on the average consumption for the same quarter over the last three years

Question: The meter must be wrong there's no way we used this much water!

Answer: Water meters use a simple turbine wheel that measures the flow. When meters break down, they either stop recording or record less than actual usage, they don't speed up and measure more flow.