

The most likely place for a leak in your home is the toilet. You can check for leaks by adding a few drops of food colouring into the tank. Wait a few minutes. If without flushing the colour appears in the bowl, your toilet has a leak and should be repaired as soon as possible.



Did you know?

A leaky faucet wastes 35,000 L/year

= \$65/year

A running toilet wastes 30 L/hour

= \$478/year

A leaking pipe wastes 1,120,000 L/year

= \$2,038/year

It pays to take precautions to protect your home and reduce your water billing charges.

If you suspect you may have a faulty water meter - contact Customer Service at 519-631-1680, press "0" or email: customerservice@stthomas.ca to submit a service request

Contact information
Environmental Services
(519) 631-3262

For information on the catastrophic water charge assistance program or visit www.stthomas.ca for more details



ST. THOMAS
THE RAILWAY CITY

**Water Loss
& Damage**
Protecting Your Home



HOW CAN YOU PROTECT YOUR HOUSE FROM WATER LEAKS?

1 prevent pipes from freezing

2 don't leave your home unattended without taking precautions

3 regularly inspect toilets & repair leaks promptly

PIPES THAT ARE MOST LIKELY TO FREEZE:

- Pipes or Plumbing Fixtures
- Near exterior walls or with minimal insulation
- In unheated spaces, including garages, crawl spaces, and attics
- Where heat poorly circulates, such as below kitchen or bathroom cabinets
- Outdoor faucets and hose bibbs
- Water sprinklers and irrigation lines
- Swimming pool lines



PLAN BEFORE YOU GO AWAY

- Keep your thermostat set at 55°F/13°C or warmer
- Open your cabinets below sinks to promote airflow
- Make sure all windows, doors and curtains are closed to keep cold air out
- Have a friend, family member or neighbour check your home every day

TIPS

To prevent your pipes from freezing:

- Wrap pipes with insulation, especially in areas without heat, including garages, crawl spaces, basements, and attics, or that are near outside walls.
- Leave cabinet doors below sinks open to allow warm air to circulate near pipes.
- Shut off exterior faucets at their interior shutoff valves. Drain those faucets from the outside and disconnect all hoses. If exterior faucets don't have interior shutoff valves, install an outdoor faucet cover.
- During extremely low temperatures, turn faucets on just slightly. Allowing them to drip will help prevent pipes from freezing.