

## OUR COMMITMENT to you

The Water Authority was established in 1983 as a statutory body responsible for supplying wholesome and affordable drinking water to the people of the Cayman Islands.

The Water Authority is also responsible for the proper treatment of wastewater and for the protection of the fresh groundwater lenses that exist throughout the Cayman Islands.

For more information, visit us at  
[www.waterauthority.ky](http://www.waterauthority.ky)

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### **Water Authority - Cayman**

*"Suppliers of the World's Most Popular Drink"*

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## HOW TO DETECT A LEAK

Unless your usage habits have changed, an unexpectedly high bill is usually indicative of a leak. Even a small drip from a pipe or faucet can waste hundreds or thousands of gallons of water and increase your bill.



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## QUICK Q&A:

**Q: I received an unexpectedly high bill, is my meter faulty?**

A: If your meter is registering a higher flow of water than usual, the reason is generally a leak in the plumbing system of your home rather than a faulty meter. However, you may request a meter test if you believe your meter is registering flow inaccurately.

**Q: How can I tell if my meter was misread?**

A: Read your meter and compare the number on your meter's counter to the number in the "Current Reading" section of your bill. If the number on your meter is *lower* than the reading indicated on your bill, your meter may have been misread. Please contact the Customer Service Department.

**Q: I have a leak in my home's plumbing, should I call the Authority?**

A: The Authority is responsible for water supply pipelines up to the water meter. All pipes downstream of the water meter are your responsibility. Therefore, if you suspect a leak in your home's plumbing, please contact a licenced plumber.



### Hiring A Plumber

There are 3 categories of plumbers in the Cayman Islands: Apprentice, Journeyman, and Master. You can access a listing of currently licenced plumbers at [www.waterauthority.ky](http://www.waterauthority.ky).

## Your Meter Can Help Detect A Leak

Even small leaks can waste thousands of gallons of water, damage your property, and increase your water bill.

### How to use your water meter to detect a leak:

1. Turn off any appliances that may be using water, close off all taps, do not flush any toilets, and make sure all garden hoses, sprinklers, pool pumps, etc. are turned off.
2. Locate your water meter box and carefully open the lid. The volume of water that passes through your meter is displayed in cubic metres (m<sup>3</sup>) on the counter/register and should be read from left to right.
3. Watch your meter's counter carefully to see whether the numbers change. If no water is being used in your service location, but the meter is still registering water flow, you may have a leak somewhere in or around your property.
4. If your meter's counter does not register any movement but you still suspect a leak, record the number on your meter's counter and do not use any water for a minimum of two hours (a longer time period, such as overnight, is ideal). Take another reading after the allotted time and compare it to the first reading. If the reading is higher, you may have a leak. Please make a note of both readings and the times at which they were taken to verify the flow rate of the leak.

Please note, the Authority's Meter Readers strive to report possible leaks to the customer and the Authority's billing system also flags customer accounts with unusually high readings for review. Nevertheless, you are encouraged to be aware of your water usage and learn to read your own meter using the resources found on the Authority's website at [www.waterauthority.ky](http://www.waterauthority.ky).

## Checking For Common Leaks



The most common leaks are toilet leaks. They can also be among the most costly because toilets often represent the greatest water usage in the home.

### How to check your toilet for a leak:

1. When your toilet's tank is fully refilled after a flush, put a few drops of food colouring or a dye tablet in the tank.
2. Do not use the toilet for 20 minutes.
3. Check the toilet bowl after 20 minutes. If the water in the bowl is coloured, your toilet may have a leak and you should contact a licenced plumber for assistance.

Another common source for leaks are faucets. A leaky faucet can waste more than 20 gallons per day if left unrepaired.

Dripping faucets are usually caused by worn washers. Water lost because of a delay in leaky faucet repair can be more costly than buying replacement parts.

**Even a small leak can add up to a big bill. Check your home for possible leaks if your bill goes up unexpectedly.**