









FIND AND FIX LEAKS

Leaks can waste a lot of water, especially if they are undetected or underground and left for a long time. Leaks on your property are your responsibility. So here's a guide to finding and fixing them quickly, to save water and save you money.

| HOW TO CHECK FOR LEAKS ON YOUR PROPERTY | | 3 SIMPLE TESTS FOR A TOILET LEAK | |
|---|--|---|---|
| 1  | STOP ALL WATER USE. Close all taps on the property and don't flush toilets | One leaking toilet wastes between about 2 600 and 13 000 litres per month, depending on the flow rate of the leak. A leaking tap wastes between about 400 and 2 600 litres per month. | |
| 2  | CHECK AND RECORD YOUR METER READING. | 1  | Listen for water trickling into the toilet bowl. |
| 3  | WAIT 15 MINUTES AND TAKE ANOTHER READING. Make sure that nobody has opened a tap or flushed since you first noted the meter reading. | 2  | Press a piece of toilet paper against the inside back surface of the bowl. If it gets wet, you probably have a leak. |
| 4  | IF THERE IS A DIFFERENCE, YOU HAVE A LEAK TO FIX. If the number on the meter has increased, it means you have a leak and you need to take action as per the City's By-law. | 3  | Put 15 drops of food colouring into the toilet cistern. If after 15 minutes the water in the toilet bowl has changed colour, there is a leak. |
| 5  | CALL A PLUMBER TO HELP FIX THE LEAK. Unless it's a simple DIY job. | If you can't afford to call a plumber to fix a serious toilet problem, use the little stopcock/'angle valve' tap at the base of the toilet to keep it turned off between flushes | |

REPORT BURST PIPES OR LEAKS IN STREETS AND PUBLIC SPACES

- **WhatsApp** 060 018 1505
- **Online:** www.capetown.gov.za/servicerequests
- **Email:** water@capetown.gov.za
- **SMS** 31373: with location and contact number in a maximum of 160 characters, attach a photo with its date and time stamp as evidence.
- **Call:** 0860 103 089
- **Visit a walk-in centre:** www.capetown.gov.za/facilities

If the call centre is experiencing high call volumes, please try one of the other reporting channels.

LIST OF REGISTERED PLUMBERS IN CAPE TOWN

Visit: www.capetown.gov.za/thinkwater

Note that the City is not responsible for any work done by any plumbers on this list.

DIY GUIDE TO FIXING LEAKS

Visit: www.capetown.gov.za/thinkwater



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