



“Monitoring your water saves you money” Getting to Know Your New Meter



Your meter is read automatically and reported to the City of North Bay staff for billing purposes, but should you wish to monitor your own consumption, here's how:

- Shine a flashlight over the solar panel (located on the register) to turn the LCD display on
- Take a reading at a set time of the day
- Take a 2nd reading at the same time the next day
- The difference between the two readings is your daily water consumption



Leak Indicator
(displays a possible leak)

Flow Indicator
(displays direction of water flow)

OFF	Indicates that there are no leaks
Flashing	Irregular flashing indicates water usage for more than 50% of the time, during a 24 hour period
Continuous ON	This indicates water usage at least once every 15 minutes through a 24-hour period. There is most likely a leak in your home


LCD Display

The 9 digit LCD displays your meter reading in cubic metres.

1 cubic metre = 1,000 litres

1 cubic metre = 220 imperial gallons

The last four digits of the reading are after the decimal point. In the example above, the meter reading is 26.3987 cubic metres.



ON	Water in use
OFF	Water not in use
Flashing	Water is running slowly
(-)	Indicates reverse flow
(+)	Indicates forward flow

View Your Water Consumption

Estimate Your Water Bill

Pay Parking Tickets



I have created an account on the e-Services Web Portal and did not receive a confirmation email. What is my next step?

Check your spam or junk folder.

I have forgotten my password. How do I reset it?

Go to the Login Screen and click on the Forgot My Password Link.

Can I have multiple accounts?

Yes. Click on Add Water Account

Can I remove an account?

Choose the property you wish to delete and click on Delete to the right of the property.

Under Usage Profile it indicates continuous or intermittent. What does that mean?

You will get one of the three messages noted below for each day's consumption?

- Normal: Normal consumption
- Intermittent: Your consumption is higher than normal which may indicate a leak
- Continuous: Your water flow is continuous therefore it is highly likely you have a leak.

What are the most common leaks in residential homes?

Hot water tanks, toilets, shower heads, irrigation systems, taps, hose bibs, water using appliances and water purifiers. If you can't locate the leak, hire a licensed plumber to assist you.

If I have a leak will I be charged for the additional water that went through the meter?

Yes all water that runs through the meter is billable. It is imperative that property owners monitor, identify and repair leaks.

I have been using my water but my profile shows "No Consumption". Why?

It is difficult to provide an answer to this question without troubleshooting with City Staff. Please call the Customer Service Centre at 705-474-0400 and ask to speak to a Water Billing Clerk.

Why can't I see the history of my water consumption?

Has your Meter Interface Unit been changed? If so, the previous history will not be available. If not, please call the Customer Service Centre at 705-474-0400 and ask to speak to a Water Billing Clerk