

# THE COSTLY CONUNDRUM OF THE RUNNING TOILET

Client: Small Multi-Family Property



## INTRODUCTION:

An unforeseen plumbing issue in a small multi-family property unfolded, leaving the tenants and the landlord facing a potential financial and environmental crisis. This case study examines a running toilet incident and highlights the importance of real-time water use notifications by installing water submetering systems in averting disaster.

## BACKGROUND:

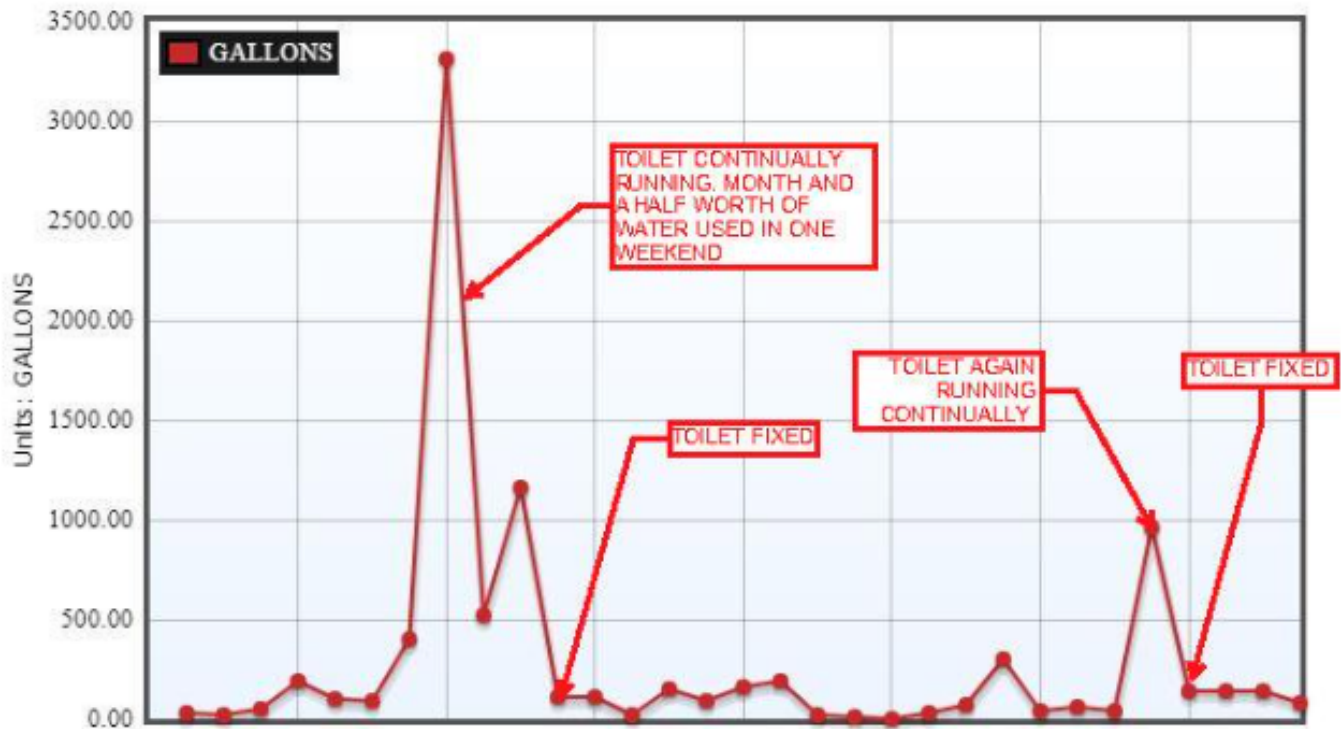
As the tenants embarked on an extended weekend getaway, a seemingly innocuous event triggered a chain of events with far-reaching consequences. Unbeknownst to anyone, one of the toilets in the property began running continuously, leading to excessive consumption of water over a two-day period. The severity of the situation became evident when it was discovered that the toilet had consumed an entire month's worth of water within this short timeframe.

## INTERVENTION & TEMPORARY FIX:

Fortunately, the landlord received a timely notification via an installed water submeter system alerting them to the escalating water usage. Acting swiftly, the landlord promptly visited the property and resolved the running toilet issue. The tenants were informed about the incident and advised to monitor any further irregularities with the toilet's functionality.

## RECURRENCE & TIMELY RESOLUTION:

However, fate had a different plan in store. The running toilet problem resurfaced, but this time, the vigilant tenants quickly reported the issue to the landlord. Understanding the potential consequences, the landlord again acted quickly and implemented a permanent solution to rectify the faulty toilet.



## THE SIGNIFICANCE OF REAL-TIME ALERTS:

The case study underscores the vital role of real-time notifications in preventing wastage, minimizing costs, and preserving valuable resources. The timely alerts allowed the landlord to promptly address the issue, saving significant amounts of money and averting potential heartache for all parties involved. Moreover, the immediate intervention also mitigated unnecessary wear and tear on the property's water fixtures, contributing to long-term sustainability and reducing maintenance expenses.

## CONCLUSION:

The running toilet incident is a valuable lesson for property owners and tenants alike, emphasizing the critical need for proactive monitoring and reporting of plumbing issues. Employing technology-driven systems, like water submetering, provide real-time alerts, enables early intervention, prevents water-related disasters, and fosters responsible water usage. By adopting a vigilant and responsive approach, stakeholders can save substantial resources and contribute to a more sustainable future.



### DAN ILLES

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Much like yourself, I saw water (and money) literally going down the drain due to tenants having no accountability.

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