



HIGH WATER ACCOUNT INFORMATION SHEET



Leaking Water Pipe

Have you had a leaking water pipe on the property recently? Are there any obvious places where water has been leaking and the grass is very green? Leaks are not always easy to detect. They can drain into sewers, storm water drains, natural water courses, even an old well under the house and not be easily detected.

Do you have black plastic water pipes? Some may not be the proper standard for town water pressure.

Do you have old corroded galvanised water pipes?

Water Meter

Verify that the water meter number on the water account is the same as the one stamped on top of the meter. Verify that the last reading on the account is correct, that is the reading on the account is not higher than the reading now.

The meters are billed in kilolitres (1 kilolitre is 1,000 litres) on the water meter and are usually shown in black. The last figures are hundreds of litres, tens of litres and litres (if a newer meter).

TIP: If you have a high water account, Council suggests that you read your meter at least weekly.

Household

How many people are on the property? Has this increased recently?

Have the water usage habits changed? For example, are the children showering?

Do you have a dishwasher? Some can use what a family would use in 1 day.

Do you have an automatic washing machine? What level is it set on?

Does the toilet cistern run constantly, even a trickle? Do you have any leaking taps?

Water consumption in a house is usually fairly constant provided that circumstances above don't change.

Lawns and Gardens

Do the lawns and gardens have a fixed watering system with a timer? (Experience in dealing with high water accounts has shown this is the main cause besides leaks.)

Do the lawns and gardens have a fixed watering system without a timer? A lot of little outlets can add up to considerable usage. High water accounts usually occur from usage outside the house unless there is a leaking pipe in the house.

All correspondence to:

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Pool/Spa

Do you have a swimming pool? They can use a lot if you keep topping them up.

Do you have a spa? It takes a lot of water to fill them.

Overnight Test for a Leaking Water Pipe

A simple test which does not cost anything is an overnight test for a leaking water pipe.

- Read ALL digits on the water meter last thing at night.
- Do not use any water, including toilet flush that night. If there is any water used at all then the test is not valid.
- Read ALL digits on the water meter first thing in the morning before anyone uses any water.
- If the meter has registered usage then there is a leak on the property.

The customer should find the leak or get a registered plumber to find and fix the leak. Council does not accept responsibility for any of the cost of repairing any water leak on private property or the cost of the loss of any water from any leak on private property.

Check to see whether high water consumption is continuing

Read the meter now

Reading (black numbers) Date

'This Read' on account Date

Difference number of days

Divide difference by number of days = average daily consumption since the account

Compare this figure to the last average daily consumption in Council's records to see whether the high consumption is continuing.

Water Meter Accuracy Test

If you think your meter is incorrectly registering water this is a simple test which will cost very little.

Water Meter Test

If you have performed the water meter accuracy test and feel that the meter is incorrect, a bond payment of **\$175.00** will be required. Council staff will replace the meter and test the accuracy of the meter.

Should the meter be within 4% of accurate it is deemed to be correct under Clause 158 of the Local Government (General) Regulation 2005.

In that case the water account will be payable and the **\$175.00** bond will not be refunded.

Should the meter be over-registering by more than 4%, the account will be reviewed in the light of the test results and the **\$175.00** fee will be refunded to you.

