

CHECKING FOR WATER LEAKS

To Reduce Water Loss



CHECKING FOR WATER LEAKS

Water leaks can cost you money and can drain on our precious resource if not detected in a timely manner.

Many leaks occur when water pipes or fittings crack under the ground, in walls, underneath concrete and driveways. This can make them difficult to detect.

These hidden (or concealed) leaks can waste excessive amounts of water a day. They very often go unnoticed, until you suddenly get a much larger bill than expected and may cause significant water damage to your property.

HOW TO CHECK FOR A HIDDEN LEAK

1. Turn off all taps, the washing machine, dishwasher and irrigation at your property.
2. Read your water meter and write down or take a photo of the numbers (including the red numbers, which indicate litres). Make sure you leave the water meter tap on.
3. Wait at least one hour before reading your water meter again - remember not to use any water, even to flush the toilet during this time.
4. If the reading has changed (last numbers or dial on the water meter), you may have a water leak.

Please contact a licensed plumber to investigate.

Please note: the numbers on a water meter will only move if water is being drawn through it indicating a possible leak.

CHECKING OF A TOILET LEAK

Toilet cistern leaks are common and can be easily checked by following these steps:

1. Pour a few drops of food colouring into the toilet cistern (just enough to colour the water slightly).
2. Don't flush - wait. If colour appears in the toilet bowl, you have a leak.
3. Flush as soon as the test has been completed to clear the food colouring. It does not stain ceramic toilet bowls.

Don't want to use food colouring? Try placing a sheet of dry toilet paper at the back of the toilet bowl, above the water line. It should stay dry. Water trickling down the back of the bowl, indicates a leaking toilet.

CHECKING FOR OTHER LEAKS

- Check your property for visible water leaks i.e. taps, toilets and showers.
- Check irrigation for leaks in the system.
- Check water tanks are not topped up automatically with town water, check for faulty solenoid/internal parts of connection to town water.
- Ensure all external and internal taps and showers are fully turned off.
- Check that your plumbed in fridge is not leaking.
- Check hot water systems relief valves and casing are not leaking.
- Make sure taps, showers and toilets are fitted with water-efficient WELS rated items.

LEAKS AT THE METER

If you notice water filling the meter box or soggy ground surrounding the meter and:

- Your meter is not ticking over, call us on 1300 067 372.
- You have soggy ground around your meter and your meter is ticking over then water is being drawn through the meter and the leak is on your side of the meter. Please call a local licensed plumber to investigate.

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DAMAGED METERS

Please contact Council if you see physical signs of damage on your water meter.

This could include:

- structural damage (e.g. the meter has been dented, run over or slashed by a mower or whipper snipper)
- other defects (e.g. cloudy or smashed glass).

We'll come and take a look and, if required, we will replace the meter as soon as possible to maintain continued service and a record of your water usage.

WHO IS RESPONSIBLE

All water pipes and fittings on your property side of the water meter, including the connection to the rear of the meter are the property owner's responsibility to maintain.

All infrastructure including the council side connection to the meter, the meter itself (not including the customer side connection), and the shutoff valve in the meter box is council's responsibility.



This photo is a standalone residential meter and may look different depending on the property's individual meter setup

SOUTHERN DOWNS REGIONAL COUNCIL
RESPONSIBILITY

CUSTOMER RESPONSIBILITY

LEAKS ON THE ROAD OR PUBLIC PROPERTY

If you notice a leak on public property, such as water leaking on the road or footpath, or a burst water main, please call us on 1300 067 327 as soon as possible to report it (24/7).

We may need to carry out emergency repairs.

Sign up to MySDRCWater today!

Smart Water Meter users can now sign in to the MySDRCWater Customer Portal for daily access to their water consumption data. Delve into consumption patterns, save on water bills, and monitor for potential leaks by setting up text alerts for high usage.

MySDRCWater is Council's FREE customer service portal for residents who have had smart water meters installed.

- Monitor and learn about your family's water usage
- Compare your usage on a daily basis
- Sign up for SMS leak detection alerts
- Manage your water bill

The MySDRCWater website, along with the automatic meter reading devices allow business, property owners and tenants (subject to owner approval) to track water usage and set email and SMS alerts of water leaks and high consumption.



Log on today at:
mysdrcwater.sdrc.qld.gov.au
or scan the QR code.