

WATER METERS AND DETECTING LEAKS

FACT SHEET

What is a water meter?

A water meter is a device that measures the amount of water used by a property. It's typically installed on the water supply line to your home or business. The meter records the volume of water passing through it. This information is used to calculate your water bill.

Locating your water meter

To locate your water meter, check along the front boundary of your property. Most properties have their own water meter installed. Older duplexes, units, or townhouses may only have one master meter servicing all the dwellings.

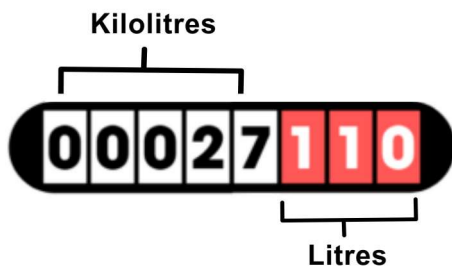
If you have problems locating your water meter, contact Council on (07) 4671 7400.



Please note: residents of the property should make sure that the water meter is always accessible.

How to read your water meter

- Locate your water meter and find the numbers across the face of the meter.
- Look at the black digits - these register the kilolitres. The coloured digits register litres.
- Read the number display from left to right and record the numbers to track water usage.



***only the black numbers (kilolitres) are recorded for billing**

- Take regular readings of your water meter and track your usage to identify any unusual increases in water consumption. These could identify if there is a water leak at the property.

Detecting water leaks on your property

To detect leaks on your property, there are a number of things you can look out for, as well as simple checks you can do.

The simplest check is to take a reading of your water meter, turn off all taps and don't use any water for half an hour. At the end of the 30 minutes, read the meter again. If there is a difference between the two readings, you may have a leak.

Tips for finding a water leak:

- Do a visual scan for dripping taps, water pooling around the property, or wet patches of grass that are greener than expected.
- Ensure your toilet cistern isn't continually running - a leaking toilet is the most common leak. If you are unsure, you can check by putting a small amount of food colouring in the cistern. If the colour shows in the toilet bowl without flushing, you have a leak.
Note: after the test, flush your toilet twice to prevent the food colouring from staining the toilet bowl.
- Poorly maintained equipment can often be prone to leaks. Check equipment that uses water on a regular basis and put in place preventative maintenance schedules to help avoid potential issues.

A leak within your property may not be obvious and may go unnoticed if you do not regularly keep a record of your water meter readings.

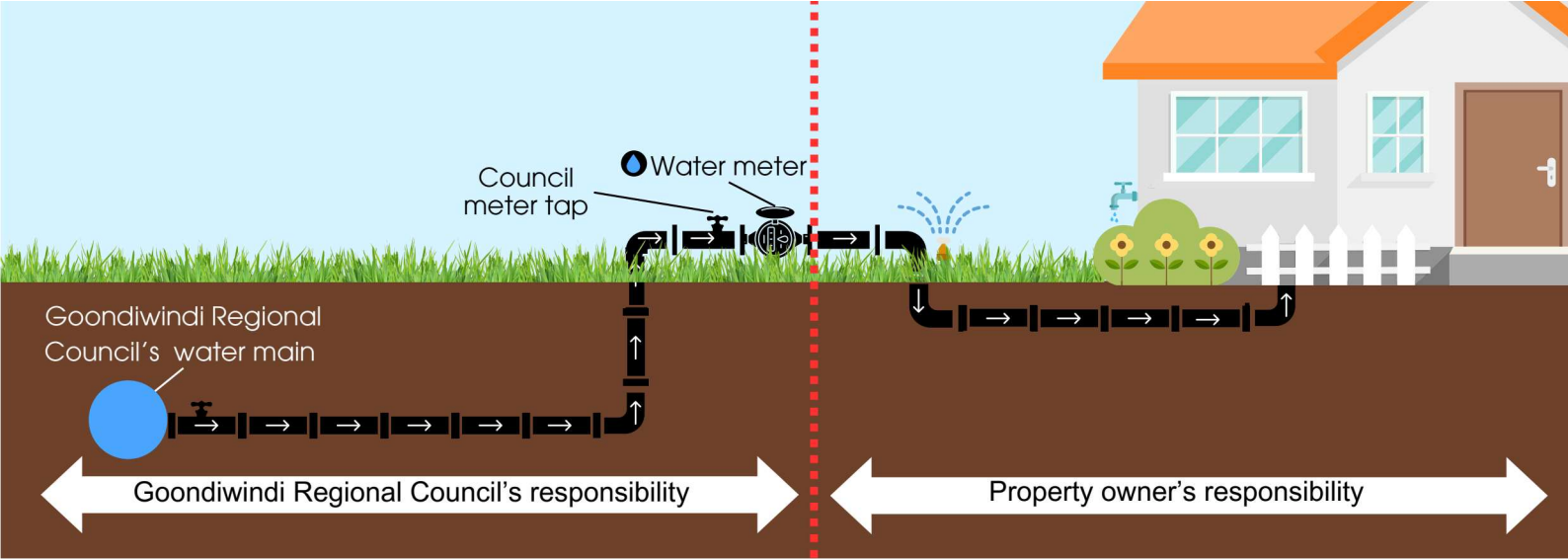
Did you know?



A slow dripping tap can waste more than a bucket of water a week, or over 10 buckets of water a week for a fast dripping tap.



A continuous running toilet can waste nearly 70,000 litres of water per year. *That's enough to fill a backyard pool!*



Who's responsible for water infrastructure?

Property owner's responsibilities

You are responsible for all water lines within your property up to the water meter connection point. This includes pipes, fittings, appliances, and any water tanks connected to your mains supply. You are also responsible for fixing any leaks or blockages in these components.

Council's responsibilities

We are responsible for the water meter and the pipes leading away from the property. Any changes to these pipes, including new connections, disconnections and alterations, require our approval. If you notice a problem with the water meter or these pipes, please contact us - it is our responsibility to fix it.

Repairing a water leak

Property owner's pipes: if you suspect or discover a leak in your pipes, it's important to contact a licensed plumber to repair it as soon as possible. You will be responsible for the cost of repair and for any water used while the leak is not fixed.

Please note that some leaks, particularly those in underground or internal plumbing, can be difficult to detect. Regular checks of your water meter can help identify unusual water usage and potential leaks.

For information about Council's policy on concealed water leaks, please refer to *GRC 0071 Concealed Water Leaks Policy** on the Goondiwindi Regional Council website or contact Council directly. *Conditions apply.

Council's pipes: if you suspect or notice a leak in Council's pipes, please call Goondiwindi Regional Council on **07 4671 7400**, and we will arrange for it to be repaired.

Council water meter readings

Council conducts water meter readings twice a year for 4 weeks during March/April and September/October.

To ensure accurate billing, we ask that your water meter is easily accessible and free from obstructions.

Hazards that may prevent our meter reading officers accessing your meter include:

- If the meter is behind a locked gate
- overgrown vegetation
- unrestrained dogs

If an unavoidable obstacle prevents Council from accessing your meter, please **contact us** to schedule a meter reading.

Fun fact: our staff can read approximately 4500 meters in 3 weeks!



Meter replacement

Water meters are replaced approximately every 10 years to maintain accuracy and reliability.



For more information on water services offered by Council, visit our website at www.grc.qld.gov.au, or scan the QR code.