

## Water Leaks

### How do I know if I have one?

Mareeba Shire Council recognises that from time to time some residents will be faced with exceptional circumstances beyond their control, which would result in them having to unusually high levels of water consumption charges due to a leak. If you are faced with this situation you may be eligible to apply for relief under Council's *Water Leak Management Policy*. In order to be eligible to apply for relief under this policy, residents are required to provide a plumber's report confirming the leak and the leak has been repaired and/or evidence the high consumption reading is not due to the occupants.

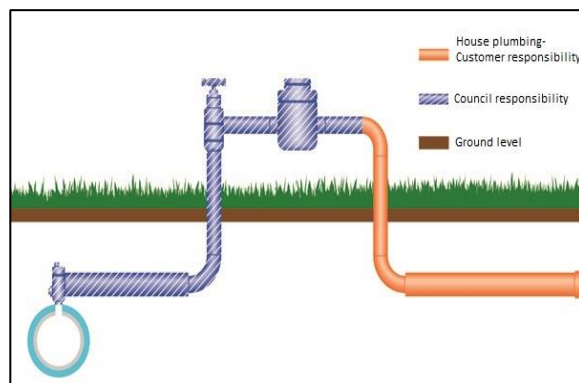
For more details, please contact Mareeba Shire Council on:

**Ph: 1300 308 461** (Ask for the Water and Waste Department)

**Email:** [info@msc.qld.gov.au](mailto:info@msc.qld.gov.au)

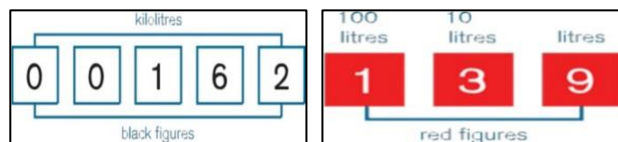
### Detecting a concealed leak

A concealed leak is a leak that has occurred in the main water supply pipe from the meter to your property either underground, under or within concrete or paving, or underneath a structure where the leak is not readily evident. A concealed leak can cost you a lot of money over a billing period. Regular reading of your water meter will detect a concealed leak.



### How to read a water meter

A typical meter looks like this:



### How to conduct a test:

1. Read your meter and record figures.
  2. Do not use any water for a number of hours - you may like to do this overnight.
  3. Reread your meter and record figures.
- Any difference in the reading indicates a leak exists! The amount of difference indicates the severity of the problem. Council recommends that you perform self-checks on your water meter at regular intervals.

### Where a concealed leak is found

Council will consider a request for a reduction of a water consumption charge due to a water leak where:

- The leak was a concealed leak (a leak in the internal line or water supply fitting where the water loss is not readily evident upon any exposed surface).
- The customer took all reasonable steps to ensure that the leak was repaired within 30 calendar days.
- The leak was repaired by a licensed plumber.

You may be eligible to apply for a concession on your water account due to a concealed leak, refer to the *Water Leak Management Policy* found on Council's website.

To apply for this concession, complete the '**Application for Adjustment of Water Consumption**' form, attach a detailed licensed plumber's report and lodge it within 30 calendar days of the leak notification date. Council will only accept one application per property per financial year.

### **How to conduct a consumption test**

Confirmation of how accurate a water meter is recording can be checked by performing a consumption test.

Using a container of known capacity:

1. Take the reading on the water meter, reading all the digits (ensuring that water is not being used elsewhere on the property at the time).
2. Fill the container.
3. Reread the water meter.
4. Subtract the first reading from the second reading and determine the consumption.

5. Consumption should reflect the capacity of the container filled.

For example, if you were filling a container with a capacity of 10 litres and the initial reading of the water meter was 162 (in black), 139 (in red) and went to 162 (in black), 149 (in red) after filling, the accuracy of the water meter would be correct as it is showing a consumption of 10 litres.

### **Water meter testing**

Mareeba Shire Council can conduct an accuracy test of the water meter at your property for a fee. If you would like an accuracy test you can make an application through the Customer Service Centre.

To conduct an accuracy test, the water meter at your property is removed and replaced with a new water meter. The old water meter is taken away for testing and will only be returned if deemed accurate. Once the meter has been tested, an accuracy report is reviewed by a plumber and the water meter is deemed either accurate or inaccurate.

If the water meter is deemed accurate, the test fee is retained by Mareeba Shire Council. If the

water meter is deemed inaccurate, the test fee is refunded and an amended water account may be issued.

