

Water Leaks

How do I know if I have one?

Exceptional circumstances

Mackay Regional 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 bare an unusually high level of rates and charges. If you are faced with this situation you may be eligible to apply for relief under the Exceptional Circumstances Policy No. 49.

The Exceptional Circumstances Policy covers residents who have experienced unusually high water consumption (excluding concealed leaks) with no clear explanation as to the cause of the high consumption. In order to be eligible to apply for relief under the policy, residents are required to provide a plumber's report confirming the absence of leaks and evidence that the high consumption reading is not due to usage by the occupants.

An appeal under the Exceptional Circumstances Policy should only be lodged after all other tests and procedures have been undertaken and you believe there are still reasonable grounds for a case.

All of the policies mentioned in this brochure are available for download at www.mackay.qld.gov.au.

Civic Precinct, Gordon Street
PO Box 41 Mackay
QLD 4740 | Australia

Phone 1300 MACKAY (622 529)
Fax 07 4944 2400

Email council@mackay.qld.gov.au
www.mackay.qld.gov.au

 **Mackay** REGIONAL COUNCIL



Water leaks

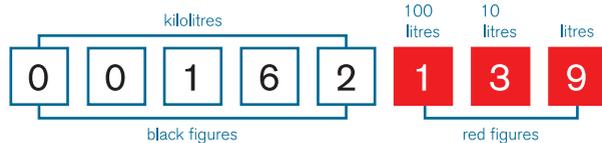
Detecting a concealed leak

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.

You may be eligible to apply for a concession on your water account due to a concealed leak. Refer to the Concessions for Concealed Leaks Policy No. 48.

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 as soon as possible.
- The leak was repaired by a licensed plumber.
- The consumption charges incurred will cause the customer undue financial hardship.

To apply for a concession due to a concealed leak, complete an application form available from Council's Customer Service Centre, accompanied by a detailed plumber's report.

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 digits (ensuring that water is not being used elsewhere on the property at the time).
2. Fill the container.
3. Re-read the water meter.
4. Subtract the first reading from the second reading and determine the consumption.
5. The 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

Mackay Regional 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 sent away for testing and will not be returned. Once the meter has been tested, an accuracy report is sent to Mackay Regional Council. The 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 Mackay Regional Council. If the meter is deemed inaccurate, the test fee is refunded and an amended water account may be issued.