

# understanding your water use



# where is your water going?

Slight changes within your house and undetected water leaks can cause increases on your water account. This booklet helps you identify where the water is going.

## The most common reasons for unexpected water use are:

- Overuse of irrigation.
- Undetected leaks.
- Faults with appliances and fixtures.

## the facts about our water meters

- Meters comply with strict Australian Standards.
- Before installation, meters are randomly tested.
- Meters tend to slow down over time and may under-record water use.

Whilst we are confident that our meters are reliable, you can have your meter tested. However, the cost of the test must be paid in advance. If the meter is found to be outside acceptable limits, the cost will be refunded and your account adjusted.

## reading your water meter could save you money

By reading your water meter regularly you can identify any sudden change in your water use. Identifying a problem early will reduce the impact on your water use account.

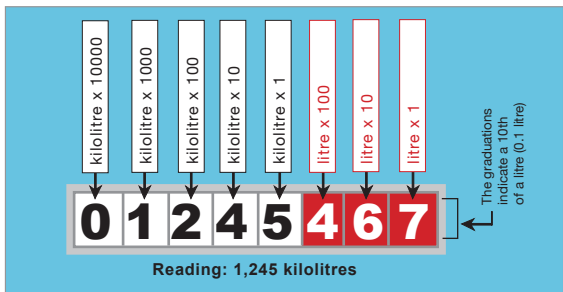


## how to read your water meter

Read the black numbers from left to right. The black numbers represent kilolitres and the red numbers represent litres. We charge per kilolitre.

Reading your water meter and keeping a simple record of your water use can help you save water and reduce your charges.

NB: (1000 litres equals 1 kilolitre).



Please note: The number of red numbers may vary.

## leaks

Increased water use is often due to leaks. Even a hairline fracture in a pipe could cause a noticeable increase, yet still be unseen above ground.

### to identify leaks:

1. Turn off all taps on the property, making sure you account for appliances which may switch on automatically (e.g. garden irrigation, dishwashers, evaporative air-conditioners etc).

To ensure water flows freely into the property, do not turn off the tap in front of the meter.

2. Look at the meter – are the numbers moving? If so, you may have a leak.

3. Take a meter reading – make note of all numbers below:

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Black numbers

Red numbers

Wait at least 15 minutes (we recommend an hour) then check the meter again to compare the numbers.

Are the numbers the same? If not, you may have a leak.

4. To confirm there is a leak, repeat the previous steps. Remember, do not use any water during this time (e.g. flushing toilet, sprinklers in use, refilling hot water service etc).

If you own a holiday home that is not regularly occupied or, if you intend on being away from your property for long periods we recommend you have someone check the water meter regularly on your behalf to test for a leak.

**Faults on water-using appliances can also show intermittent leaks. So try doing this test overnight to allow sufficient time between reads, in case there is an intermittent problem.**

## what do I do if I have a leak?

Organise a *Licensed Plumber* to fix the leak as soon as possible. Any water which passes through the meter (including water lost through leaks) will be charged to the property owner. However, if the leak is repaired by a *Licensed Plumber* you may be eligible for an allowance.

To find a *Licensed Plumber*, call the Plumbers Licensing Board on 9282 0478.



## leak allowances

The leak allowance offsets a portion of the water wasted providing:

- The repair work was undertaken by a *Licensed Plumber*.
- We have received a completed Leak Allowance form.

An allowance will not be considered for:

- Leaks or bursts on appliances, fixtures, or fittings including air-conditioners, dishwashers, swimming pools, hot water systems and toilet cisterns.
- Leaks on internal and external taps.
- Where the leak is visible.
- Where the leak is not repaired by a *Licensed Plumber*.
- Where the internal plumbing is not connected to anything.
- Leaks on garden irrigation.
- Plumbing that is not compliant with plumbing standards.
- Vacant or unattended premises unless there is evidence that the property is regularly maintained.

Whilst we recommend you use a *Licensed Plumber* to check or make repairs, we will not reimburse this cost.



## other things to consider

### appliances and fixtures

Appliances can contribute to an unexpected increase in water use. Faulty valves and worn seals can be a common fault on hot water systems, dishwashers, washing machines and evaporative air-conditioners.

**Leaks in hot water systems will also increase your power use.**

### toilet leaks

Leaks within the toilet can go unnoticed for weeks, yet happen before our very eyes. To detect leaks in a toilet, place a couple of drops of food colouring into the cistern and check 15 minutes later to see if the colouring has leaked into the bowl.

### swimming pools

When properly maintained, pools have a minor impact on water use accounts. We recommend using a pool cover. Not only will the cover reduce water loss through evaporation, it will also make maintenance easier by keeping out the leaves and dirt.



## are you waterwise?

Sometimes when you move house you can experience unforeseen changes in water use, even though your water use habits stay exactly the same. This could be due to the new house having less water efficient fixtures, a larger garden or a different type of irrigation system.

In partnership with business and industry, our Waterwise Specialist Program aims to achieve water savings inside and outside the home by providing specialist products and services.

For a list of Waterwise Specialists and water saving ideas, visit [www.watercorporation.com.au](http://www.watercorporation.com.au)





## water monitoring card

day	reading	water use	notes
0			
1		day 1 – day 0	
2		day 2 – day 1	
3		day 3 – day 2	
4		day 4 – day 3	
5		day 5 – day 4	
6		day 6 – day 5	
7		day 7 – day 6	

1. Read your meter at approximately the same time each day. Make sure you take note of both black and red numbers.
2. Calculate the water use by deducting the previous meter reading from the current reading.
3. Compare the daily water use. Keep in mind average daily water use will vary on days where irrigation is used.

To find a *Licensed Plumber* call 9282 0478.

For your watering days visit

[www.watercorporation.com.au](http://www.watercorporation.com.au)

## understanding your water use

The best way to find out what the highest water-using device/activity is at your house is to perform a water use audit.

By taking meter readings on a regular basis, you can identify problems in water use without having to call a *Licensed Plumber*.

On the opposite page a meter reading card is provided to assist you with monitoring your water use.

To help you gain an understanding of your average daily water use, start off by taking meter readings at the same time each day over a period of one week. If you think your daily water use seems quite high, take more readings throughout the day and compare the differences.

Once you understand what your normal water use patterns are like, change the reading frequency to every two weeks so you can keep a close eye on any intermittent problems which may occasionally pop up.





## how to contact us

### **meter reading and accounts:**

(8am to 5pm weekdays) 13 13 85

TTY: National Relay Service on 13 36 77

### **water quality or service difficulties:**

(24 hours) 13 13 75

TTY: National Relay Service on 13 36 77

### **submit leak allowance forms to:**

Water Corporation, Locked Bag 2

Osborne Park Delivery Centre, WA 6916



You can also visit our website

[www.watercorporation.com.au](http://www.watercorporation.com.au)

or email [customer@watercorporation.com.au](mailto:customer@watercorporation.com.au)

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