



# Water Leaks and Responsibility

Water leaks can lead to increased water usage and higher water bills. Understanding who is responsible for water infrastructure and how to identify leaks can help prevent unnecessary water loss and unexpected costs.

## Signs You May Have a Leak

Leaks are not always obvious. You may have a leak if you notice:

- Unusually high-water usage
- Damp or unusually green patches in the lawn
- Damp patches on internal walls near pipework
- Dripping taps or fixtures
- A toilet cistern that constantly runs or leaks
- Rusted, damaged or deteriorating pipes
- Tree roots affecting underground pipes
- Issues with swimming pool water loss

## Concerned About High Water Usage?

If your water bill is higher than expected, there are a few simple checks you can complete.

## Step 1: Check Your Meter Reading Against Your Bill

Compare the black numbers on your water meter with the meter reading shown on your water account.

- If the numbers are greater than the reading but follow the same sequence, the reading is most likely accurate.
- If the number on your meter is lower than the reading on your bill, please contact CTW so we can investigate and make any necessary adjustments

## Step 2: Check for Leaks

Your water meter provides a quick and easy way to review your household water consumption and can help identify any leaks.

**Step 1:** Find your water meter, generally meters are located near your property boundary. Be aware the meter box can be a home to unwanted insects, spiders, snakes and reptiles.

**Step 2:** Turn off all taps and appliances that might use water on your property.

**Step 3:** Take an initial meter reading, note the time of the reading. You may need to lift the meter dial cover to read the numbers.

**Step 4:** Do not use any water for at least two hours, ideally longer.

**Step 5:** Take a second meter reading before using any taps, toilets or appliances and compare the second reading to the initial reading. If the second reading is higher than the initial reading and you didn't use any water this indicates, you possibly have a leak.

## I've Found a Leak - What Now?

If you discover a leak, contact a licensed plumber as soon as possible.

Prompt repairs can help reduce water loss and minimise ongoing usage charges.

Please note that all water passing through the meter, including water lost through leaks, is recorded and charged to the property owner.

However, you can review our Concealed Leaks Policy to determine if you may be eligible to apply for a concealed leak allowance.

## Who Is Responsible for Water Leaks?

Central Tablelands Water (CTW) is responsible for maintaining and repairing water infrastructure from the water main up to and including the water meter.

Property owners are responsible for all pipes, fittings, fixtures and appliances after the water meter, including:

- Internal plumbing
- Taps and outdoor taps
- Toilets and cisterns
- Hot water systems
- Irrigation systems

- Swimming pools and associated pipework
- Underground pipes within the property boundary

If a leak occurs on the property side of the meter, repairs are the responsibility of the property owner.

## **What We Do to Detect and Prevent Leaks?**

CTW maintains and repairs the infrastructure that delivers water to our communities, including:

- Water treatment and filtration plants
- Pumping stations
- Trunk mains
- Reticulation water mains
- Water reservoirs

To reduce water loss across the network, we undertake ongoing monitoring and maintenance activities, including:

- Weekly system performance checks
- Monitoring reservoir levels
- Monitoring network pressures
- Using telemetry systems to detect unusual changes in flow and consumption

These systems allow us to identify potential issues early and respond quickly to maintain a reliable water supply.

## **Important Information**

Central Tablelands Water does not accept responsibility for water loss occurring after the meter. Property owners are responsible for maintaining all plumbing and infrastructure on the property side of the meter, as well as any associated water usage charges.

By monitoring your water use and addressing leaks early, you can help conserve water, protect your property, and avoid unnecessary costs

