

Water meters and water leaks

Fact Sheet

www.logan.qld.gov.au

What is a water meter?

A water meter is a device that measures the quantity of water supplied to a property. Most properties have their own individual water meter installed. Duplexes, units, or townhouses may only have one master meter servicing all the dwellings.

A number of different types of water meters can be found throughout Logan City. Most of them are installed in a box in the ground and have a plastic or metal lid. Some may be found above ground level.

How to locate your water meter

If you wish to locate your water meter, check the nature strip outside the front boundary of your property, near either the left or the right boundary. Some properties may even have their water meter within the property boundary. If you have problems locating the meter, please contact Logan City Council on 3412 3412.

Accessibility to the water meter box

The resident/s of the property should ensure that the water meter box is accessible at all times.

Information about water meter readings

Water supplied to your property is recorded by the water meter. Water meters are read four times a year (approximately every three months). The water supplied is then shown as water consumption on the Water and Wastewater Information sheet attached to your quarterly Council Rate Notice. Water consumption is measured in kilolitres (kL). One kL = 1000 litres (L).

How to read your water meter

To read your water meter, firstly you will need to lift the water meter box lid, and then the protective cap on the water meter. On the face of the meter you will notice a display of black digits that register the kilolitres. Any other coloured digits (red/white) register the litres. The number displays should always be read from left to right.

Depending on the type of meter, red digits may be set around a number of small dials. These dials should always be read from right to left. When a Water Meter Reader is

taking a reading, only the black digits (kilolitres) are recorded.

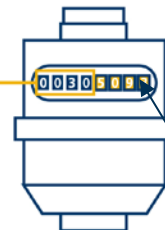
TIP: If you're having trouble reading your water meter, wipe the meter face with a damp cloth to improve visibility.

It is important to take regular readings of your water meter and track your usage to identify any unusual increases in water consumption. These could potentially signify there is a water leak at the property.

How to read your water meter

Locate your meter and read the **BLACK NUMBERS ONLY** as per the images shown.

If your meter is this type, the reading would be **0030** kilolitres.

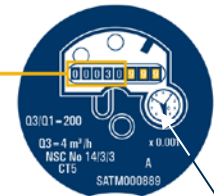


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Flow detection - possible leak if moving

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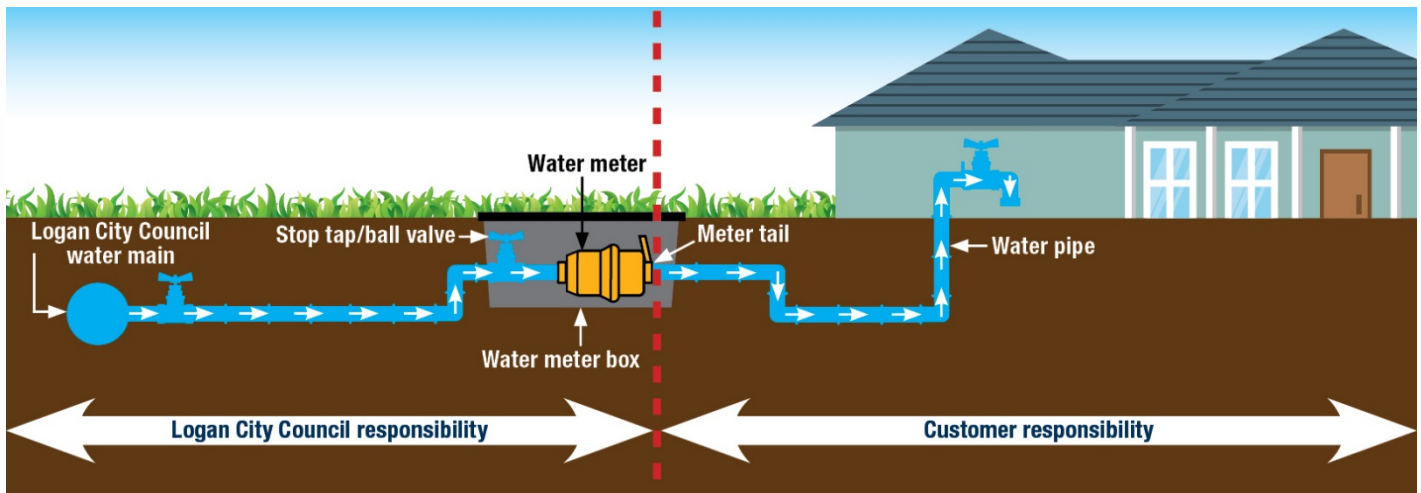


Flow detection - possible leak if moving

Please exercise caution when removing water meter covers, and if possible, wear protective gloves – water meters can be homes to spiders and snakes.

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Who is responsible for water leaks?

Council is responsible for leaks occurring from the water meter out towards the road. Any leaks from the water meter towards and within the property are the responsibility of the property owner. It is advisable that residents monitor their water usage by taking fortnightly meter readings. This will allow for the early detection of leaks. Readings should also be checked against the reading on the account to ensure accuracy. If there is a discrepancy please call Logan City Council on 3412 3412.

How to check if there is a leak on your side

1. Turn off all taps and water-using appliances in the property.
2. Check if there is any movement in the digits and dials of your water meter. Any movement may indicate a leak.
3. If there is no movement, there may still be a possibility of a slow leak. To check this, follow the above two steps over a set period of time (an hour or more) while not using any water. Any movement may indicate a leak.

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. Leaks may be found behind walls, underground, or in appliances and fixtures.

TIP: Until the Plumber arrives at your property, you may consider turning off the stop tap at the meter. This will stop the water supply to your whole property.

How to calculate your household's daily water usage?

Follow the steps below:

1. Record all the digits (or all the digits and dial numbers) showing on your water meter.
2. At the same time the next day repeat step 1.
3. Subtract the first reading from the second reading. The calculation will indicate your household's daily water usage.

What you need to do if you have a leak at your property

If you have verified from the leak test that you do have a leak on your side of the water meter, as the leak is your responsibility you will need to organise for a licensed plumber with the appropriate endorsements to fix it. After the leak has been repaired you may be eligible for a remission on your water charges.

Visit Logan City Council's website www.logan.qld.gov.au and review the Concealed Leak Policy to check your eligibility for a remission. If you are eligible and you wish to apply, you can access the Concealed Leak Remission Application form from the website. Call Logan City Council on 3412 3412 if you require assistance.

For more information

Phone **3412 3412**

Visit www.logan.qld.gov.au

Email council@logan.qld.gov.au