

# Fact Sheet

## Has your water use increased?

### Is your water use higher than normal?

There are many reasons why your water use may be higher than normal:

- high consumption for the period (*for example, filling of a pool or extensive hosing*)
- a leak (*this may be underground and not visible*)
- other plumbing issues (*a running toilet or washing machine*)
- a faulty top up system (*water tank or pool*)
- a misread water meter
- an increase of people in your home (*visitors*).

### What can I do about my water use?

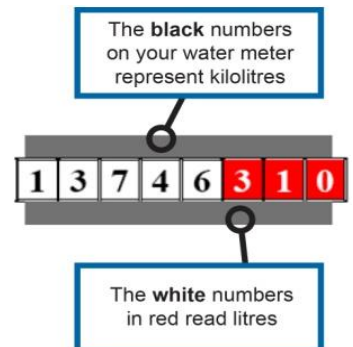
- Check your water meter reading. See below for further information on how to do this.
- Check you have no leaking taps or other devices.
- Do a check to identify any movement on the water meter
- Continue to monitor your water use by recording regular meter readings.

### Checking the water meter reading

If the current water meter reading is less than the reading in your letter or account your water meter may have been misread. Please record the current reading and contact Redland City Council on 3829 8999.

### How do I read my water meter?

Where your meter has five black numbers and three white numbers (*on red background*):



Compare the first five black and white numbers with the reading on your letter or account.

### How do I check for a concealed leak?

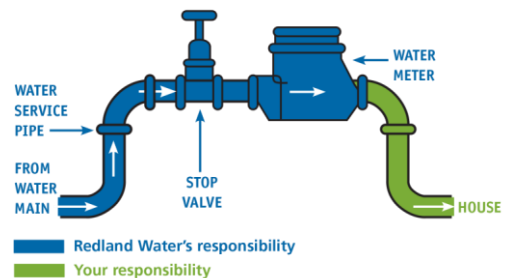
Check for suspected concealed leaks by doing a reading test on the water meter.

1. Turn off all water appliances (*showers, garden taps, dishwashers, washing machines, etc*).
2. Read and record both black and red numbers from the meter.
3. Wait an hour or two before re-reading the water meter.

If the reading has increased but no water used during this period, this indicates that you may have a leak and you will need to contact a licensed plumber to inspect for a concealed leak.

### Who is responsible for a concealed leak?

You are responsible if the leak is on the owner's side of the water meter.



### **What is a concealed leak?**

Council considers a concealed leak to be a burst pipe either underground, under or within concrete or underneath a building - where the occupant could not reasonably expect to know of its existence.

All pipes on the property side of the meter are the owner's responsibility. We therefore advise you to have a licensed plumber carry out an investigation and repair any leaks on the property.

### **What happens if I do have a leak or plumbing issue?**

To save water and money it is important to have any leaks or plumbing issues fixed quickly by a licensed plumber. If the leak is not visible to you it may be concealed and you may be eligible for a remission on the water consumption charge for your residential property once it has been repaired by a licensed plumber.

To be eligible for a remission, the leak must be repaired within 30 days of identification or notification of higher than usual water use. Any remission would be credited against the water consumption charge on your rate account from Council.

### **Do I qualify for help with my water bill?**

You may be eligible for a remission on the water consumption for the estimated water loss at your property if:

- the leak is a concealed leak (*underground, under or within concrete*). This does not include any type of hot water system, irrigation systems, failing water tank or pool top ups, or other water using appliances.
- the leak is repaired by a licensed plumber
- your application is lodged within five months of the repair
- the leak was at a residential property, not-for-profit or a small business property where you ordinarily use less than 100 kilolitres per year.
- The leak exceeds the minimum remission cap (\$35 or \$25 for eligible pensioners). This is a safeguard for applicants as only one remission is allowed every three years.

### **What portion of my bill can Council help with?**

For eligible residential customers, a reimbursement of a percentage of the water charge due to a concealed leak may be available from both Council and the QLD State Government for eligible customers.

### **What paperwork is needed?**

After you have had the leak repaired, please send Redland City Council:

1. An invoice or report from a licensed plumber to confirm that the leak was concealed and has been repaired
2. A completed 'Concealed Water Leak Application' from Redland City Council giving two accurate meter readings (*14 days apart*) after the leak was repaired (*application form available from Council's web site: [www.redland.qld.gov.au](http://www.redland.qld.gov.au)*)

*Note: application needs to be lodged within five months of the leak repair to be eligible for consideration for a remission*

### **Trade Waste**

For commercial customers, if there is a Trade Waste approval on the property, this water consumption may also affect your Trade Waste charge. Please refer to our website for the Trade Waste leak remission application form.

### **How much will I get back?**

As long as you qualify for a remission and you have met eligibility requirements, Council will reimburse 80% (or 100% for an eligible pensioner) of the distribution and retail charge of the water loss component of your water consumption, and Qld State Government will reimburse 70% of the State Bulk water consumption charge of the water loss component of your water consumption (100% for eligible pensioners).

The remission applies to a maximum of 2 (two) reading periods (generally  $\leq 190$  days)

The remission is credited against your water consumption – residential use charge (*as shown on your rate notice*).

### **I've already had a remission. Am I still eligible?**

Unless the application is to supersede a previous remission in the last three years, only one remission is available per property every three years (*unless a property transfer has occurred within the three years*).

Council may provide a once only opportunity during the period of ownership to replace a previous leak remission amount where a second major leak occurs within 3 years of the first leak repair date where the calculated water loss for the second leak is greater than the calculated loss for the first leak.

This is administered by the customer forgoing the first leak remission amount, which will be replaced by the approved calculated remission amount for the second leak. This does not affect the commencement of the three year period (as stated above), which commenced from the date the first leak was repaired.