

Spotting and fixing water leaks

Water is precious. A dripping or leaking tap can waste hundreds of litres of water a day. By finding and fixing leaks, you can save water and money. If you fix a leak on your hot water, you'll save on your energy bill too.

How common are water leaks?

One in seven homes has water leaks, so you'll most likely have to deal with a water leak at some stage. We want to help you find and prevent leaks and protect our precious water supplies.

How can you help?

Play your part in reducing leaks by maintaining your property's water service.

You own and are responsible for all water pipes and fittings on your property to the point of connection at our water main, except for the water meter. This is your private water service.

We own the water main and water meter. Only Sydney Water staff and contractors can work on our pipes and the water meter.

You'll need to engage a licensed plumber to fix water pipes and fittings that are located more than one metre inside your property. Once the work is done, make sure you ask for a Certificate of Compliance to ensure the work meets the *NSW Plumbing Code*.

Under certain conditions, we may repair your private water service between our water main and the water meter – up to one metre inside your property.

If you damage any part of the water system, you'll need to pay for repairs.

How can you find a water leak?

Why wait until you get a large water bill? There are many ways to see if you have a water leak:

- Disconnect hoses or irrigation pipes connected to garden taps and check they aren't leaking.
- Place a small piece of toilet paper at the back of a dry toilet bowl and check if it's still dry next time you use it - if the paper is damp, you may have a leaking cistern.
- Look for greener patches of grass in your garden that are different from the grass around it - you might have an underground leak.
- You can also check for leaks using the water meter:
 1. Turn off all water inside your home, including your dishwasher and washing machine.
 2. Locate the water meter, (it's usually at the front of your property), and write down the numbers on the black and red dials of the meter.
 3. Wait at least one hour and check the numbers - if the numbers have changed, you could have a water leak.
- Check taps, toilets and hot water systems regularly for running water, bubbling or hissing noises, damp patches or mould.



Use the water meter to check for leaks at any time.

What if you find a water leak?

If you locate a water leak on your property and only minor work is needed to fix the water leak, (like changing a tap washer), you may be able to do this yourself. For more significant work, you'll need to call a licensed plumber.

You can also try our WaterFix® service. Our WaterFix® plumbers can fix minor leaks and install water efficient fixtures. For our latest offer, visit sydneywater.com.au/waterfix.

What if you can't find the water leak?

If you detect a leak using the water meter but can't see where it's coming from, you'll need to engage a licensed plumber that has special tools and skills to find hidden water leaks underground and inside walls.

Our WaterFix® Concealed Leaks team provides specialist services to find hidden leaks. Call us on **1800 558 552** to discuss your leak and make an appointment. If we can't find the water leak, you don't pay.

If you've had a large hidden leak and have paid a licensed plumber to complete repairs, we'll review your bill. You may qualify for a hidden leak allowance. Call us on **13 20 92** to find out more.

How can you get help with your bill?

Maybe you've had a water leak and your bill is high or things are just a bit tight at the moment.

Call our Customer Care Team on **13 20 92** and we'll see what we can do to help.

What do we do to help save water?

We work hard to reduce and prevent water leaks by:

- actively detecting and repairing leaks
- reducing the water pressure in our pipes
- improving response times to water main breaks
- placing sensors in our water system to detect leaks.

Leaks in public places

If you've spotted water leaking in a public place, such as a road or footpath, please let us know so we can investigate.

Call us on **13 20 90 (24 hours)** to report a water leak. You can also reach us online at sydneywater.com.au/reportaleak



Our WaterFix® plumbers can help fix water leaks and install water efficient fixtures – call us to make an appointment.