



BUSSELTON WATER

www.busseltonwater.wa.gov.au

LEAKS – WHAT THEY MEAN FOR YOUR HOUSEHOLD OR BUSINESS

Hidden and not-so-hidden leaks can cause an increase in your water use. Busselton Water recommends regular checks to avoid waste and unwanted costs.

Where do they occur?

Leaks can occur anywhere within your water supply – within both your internal plumbing and outside, including your garden reticulation.

How much do leaks cost?

That depends on how much water is being lost. A dripping tap may add a dollar or two to your bill per week, while a significant underground leak (five litres per minute) could cost an extra \$2,000 annually.

How do you know if you have a leak?

The average annual domestic consumption is 300kL per year in Busselton – if your use is significantly higher than this and there is not an obvious reason for the increase, it is worth checking for leaks. Alternatively, you might notice that your bill is higher than expected on one billing cycle.

We recommend property owners check their water use every now and again as good practice.

How can I check for leaks?

It's a relatively simple process. First make sure all taps and devices that use water are switched off. This includes appliances like dishwashers, air conditioners, washing machines and fridges – as well as your reticulation outside the home.

Then write down the number that appears on your water meter. Avoid using any water for the next 15 minutes, then check the number on your water meter again. If it has changed then you probably have a leak.

If this is the case, we suggest checking things like taps, connections, exposed pipework and garden hoses straight away to determine whether you can spot the leak.



How can I repair a leak?

All plumbing work carried out in Western Australia must be completed by a licensed plumber or tradesperson working under the direction of a licensed plumber. You can [search online](#) for tradespeople who are endorsed as waterwise and are up-to-date on water saving plumbing practices in your area.

Who's responsible for the leak?

Busselton Water is responsible for supplying water to your water meter. Property owners are responsible for any water use on the property that is registered on the water meter and ensuring that plumbing and irrigation is in a good condition.

Will I have to pay for the water use if I find a major leak?

Busselton Water may offer a leak allowance if you have had undetectable leaks repaired by a licensed plumber or (for garden irrigation leaks) an approved Waterwise Garden Irrigator (WGI). They will need to complete the appropriate paperwork – this can be obtained by contacting the Busselton Water office during office hours on 9781 0500. It is important to note however, that any allowances are not guaranteed and will be considered on a case-by-case basis.

BE A LEAK DETECTIVE!

HOW TO CHECK FOR LEAKS AROUND THE HOME:

- 1 Turn off all taps and any devices that use water (such as dishwashers, fridges, washing machines and air conditioners)
- 2 Locate your water meter
- 3 Write down the three **red numbers** shown at the top of your meter
- 4 Wait for at least 15 minutes
- 5 Write down the three red numbers again

Have the numbers changed? If so, then you might have a leak and you'll need to investigate further as some of these might be easy to identify and rectify by yourself.

LEAK CHECKLIST:

Things to look for inside:

- Dripping taps
- Leaking toilet cisterns
- Loose connections to your dishwasher, fridge or washing machine
- Damp areas on walls

Things to look for outside:

- Dripping taps outside
- Leaks near your hot water system
- Excess water around an evaporative air conditioner
- Leaking garden hoses
- Irrigation systems, including solenoids and sprinklers
- Exposed pipework
- Damp or unstable brick paving
- Garden areas that may be moist and greener than expected

If you still can't find the cause you'll need to contact a licensed plumber or approved Waterwise Garden Irrigator.

