



# BELLINGEN SHIRE COUNCIL

## \*\*\*\*\* HIGH WATER USAGE ADVICE \*\*\*\*\*

If you have higher than normal water usage it could be due to a number of reasons including:

- Extra occupants at the premises over the past few months (e.g. family visiting etc)
- The installation of new kitchen or laundry water using appliances
- Water used in establishing new lawns or gardens
- Water used on lawns and gardens during a period of dry weather
- Water used in refilling a swimming pool
- Dripping taps or leaking toilet cisterns

**If you cannot explain the increase in your water usage you may have a concealed water leak. Information on how to check for water leaks can be found on the reverse side of this card.**

If you have any further enquiries concerning this matter please do not hesitate to contact Council's Water Billing Section on **(02) 6655 7397**.

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### **How to Check for a Concealed Water Leak**

1. When no water is being used, check your water meter and see if any of the red numbers or the small wheel is moving or if you can hear the meter ticking (*the meter should be stationary & silent when no water is used*).
2. Check externally around the property for any unusual wet or damp patches.

If you believe you have a defective water service or fitting you may need to call a licenced plumber to fix the problem. Whether to call a plumber or not is something that you must decide, as a plumber will usually charge you a fee, even if they do not have to carry out any work. A licenced plumber must carry out all repairs to your water service. **Tenants in rental properties should discuss the matter with their agent or landlord in the first instance.**

### **Adjustments to Water Accounts for Concealed Water Leaks**

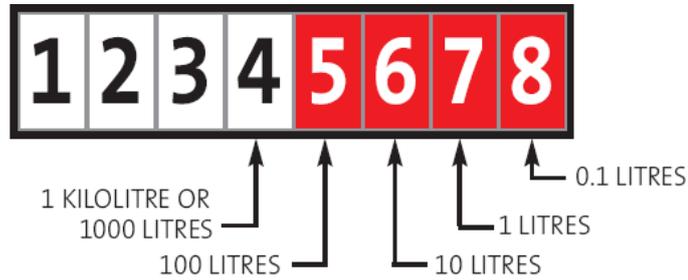
You may be eligible for an adjustment to your water account if a concealed leak in your plumbed water pipe was the cause of higher than normal water usage. A concealed water leak **must be repaired by a licensed plumber** (*other terms & conditions apply*).

Please go to **[www.bellingen.nsw.gov.au](http://www.bellingen.nsw.gov.au)** for more information including how to apply for an adjustment. Alternatively, please contact Council's Water Billing Section on **(02) 6655 7397** for further information.

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## MONITORING YOUR WATER USAGE

The water meter measures the amount of water each property uses so we can calculate your bill. There are many types of water meters. A sample meter reading is below:



Read the black numbers from left to right. The black numbers represent kilolitres and the red numbers represent litres. Council charges water use per kilolitre.

Reading your water meter and keeping a simple record of your water use can help you save water and reduce your charges. NB: 1000 litres equals 1 kilolitre.

### METER READING RECORD

Date of Reading	Meter Reading				Days between readings	Water Use (kilolitre)	Average Daily Use (kilolitres)	Notes on Water use
Eg. 1/12/2013	0	7	5	2	30	42 kl	1.4 kl	Filled swimming pool

1. Read your meter regularly (at least once a month). It is only necessary to record the black numbers.
2. Note down the number of days between readings.
3. Calculate your water use by deducting the previous reading from the current reading.
4. Divide your water use by the number of days to calculate your average daily water use.
5. Compare average daily totals. Water use will generally increase in summer when watering your lawns and garden.

If you require further assistance please phone Council on (02) 6655 7300.