

## Information Sheet

### Reading your water meter and detecting leaks

#### How to read your water meter

By reading your water meter you can work out how much water you are using in and around your home. Most houses have their own meter. This is usually located towards the front of the property. In strata or community titled properties, there may be only one meter servicing all of the dwellings or one for each dwelling. Please use this link, [www.sawater.com.au/SAWater/YourAccount/ApplicationForms.htm](http://www.sawater.com.au/SAWater/YourAccount/ApplicationForms.htm), to guide you in determining the meter that supplies your dwelling.

Your meter display may have different coloured numbers or background. The numbers with the black background represent kilolitres and the red numbers represent how many litres have been used.



0 0 1 2 6 4 8 7

In this diagram, the black and white numbers represent kilolitres (one kilolitre is 1000 litres) and the red and white numbers represent litres. These numbers would represent 126 kilolitres and 487 litres.



#### Keep your water meter accessible

Please help us by keeping your meter accessible to allow easy access for reading and maintenance.

Please don't bury it, hide it, allow plants to grow over it or build a wall or fence too near to it. Meters can be relocated if necessary for a fee. Please contact us on 1300 650 951, for further information.

#### Checking for leaks

The best time to check for a leak is when you know no water will be used.

- Record your meter reading including the small dial, if your meter has one. Please ensure your water meter stop tap is left on.
- After allowing a couple of hours before anyone uses any water, read the water meter again and record the reading.
- If there is a difference between the two readings then you may have a leak. Leaks tend to get worse, so it is essential to identify where the leak is and have it repaired quickly.

#### Further information 1300 650 950

Website: [www.sawater.com.au](http://www.sawater.com.au)

Email: [customerservice@sawater.com.au](mailto:customerservice@sawater.com.au)

Fax: (08) 7003 3329

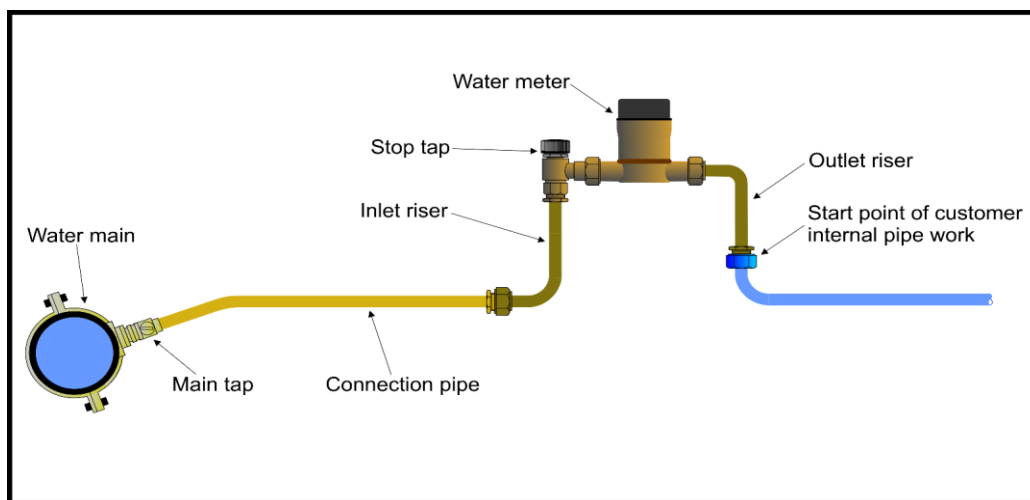
Postal Address: SA Water, GPO Box 1751, Adelaide 5001

## Where to look for possible leaks

- Toilet cisterns, taps, washing machine and dishwasher connections.
- Outdoor garden taps/hoses, garden reticulation (including sprinklers), automatic solenoids and manual isolation valves.
- Exposed pipe work, hot water systems, air conditioning units and swimming pools.
- Damp patches on walls, damp and unstable brick paving or concrete and garden areas that may be moist and greener than expected.

## Repairing the leak

- If the leakage is from SA Water's water main to the outlet riser, please contact SA Water on 1300 883 121.
- The property owner is responsible for the internal pipe work. If the leakage is from any connecting internal water pipe work or associated fittings, it is the property owner's responsibility for all repairs.
- We recommend most household repairs are undertaken by a qualified tradesperson.



SA Water's pipe work and the start point of the customer's internal pipe work.

## Financial assistance

In certain circumstances you may be able to apply for a leakage allowance. Please use this link, [www.sawater.com.au/SAWater/YourAccount/](http://www.sawater.com.au/SAWater/YourAccount/) or contact us on 1300 650 950 for further information.

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