

Spotting and fixing water leaks

A leaking tap can waste hundreds of litres a day, but by finding and fixing them you can save precious water, energy, and money.

How common are water leaks?

One in seven homes has water leaks and many homeowners don't even know they're there. Fixing leaks can prevent small problems becoming big ones that not only waste water but also damage your property.

How can you reduce leaks?

To reduce leaks, you need to maintain your property's water service.

Your private water service includes all water pipes and fittings on your property up to the water main (except for the water meter, which we own and maintain).

Often, we'll repair your water service between our water main and the water meter – up to one metre inside your property boundary as a free service. But, if you damage the water system, you'll need to pay for repairs.

To fix water pipes and fittings that are more than a metre inside your property, you'll need to engage a licensed plumber at your cost. To ensure the plumber's work meets the *Plumbing Code of Australia and Standards (AS/NZS 3500)*, ask them for a Certificate of Compliance when they've finished.

How can you find a water leak?



Check your taps, toilets, showerheads and hot water system regularly when you're not using them. Drips may be obvious, but hissing noises may also indicate a leak. Don't forget to check the pipes and fittings in cupboards under sinks and basins too.



Place a small sheet of toilet paper at the back of a dry toilet bowl. Next time you use the toilet, check if the paper is damp. If it is, you may have a leaking cistern.



Disconnect hoses or irrigation pipes from garden taps and check they aren't leaking.

Look for greener patches of grass that are different from the surrounding area – they may indicate you have an underground leak.



Check for leaks using the water meter:

1. Turn off all water inside your home, including the dishwasher and washing machine.
2. Locate the water meter. It's usually at the front of your property. Write down the numbers on the black and red dials of the meter.
3. Wait at least one hour – if the numbers have changed, you could have a water leak.

What do you do if you find a leak?



If a minor repair is needed to fix the leak, (like changing a tap washer), you may be able to do this yourself. For more significant work, you need to call a licensed plumber.

Our WaterFix® program has plumbers who'll check and fix minor leaks in your home and install water efficient fixtures. For our latest offer, visit sydneywater.com.au/waterfix

What if you can't find the water leak?



If the water meter test suggests you have a leak but you can't find it, you need to engage a licensed plumber who has special tools and skills to locate water leaks hidden underground and inside walls.

Our WaterFix® Concealed Leaks team specialises in finding hidden leaks. To discuss your leak and make an appointment, call us on **1800 558 552**. If we can't find the leak, you don't pay.

How can you get financial assistance?

If you've paid a licensed plumber to complete repairs on a large hidden leak, you may qualify for a water leak allowance.

If you're finding it hard to pay your bill for any reason, our Customer Care Team is here to help. Call us on **13 20 92** to find out more.

How do we help save water?

To reduce and prevent water leaks, we are:

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

Call **13 20 90** (24 hours)

Report leaks online at sydneywater.com.au/reportaleak

