

FACT SHEET

WATER LEAKS - FAULTS AND EMERGENCIES

Identify, Locate, Report or Repair

Water is precious and you are the eyes and ears of our water supply network. In a large system like Council's problems can unexpectedly occur and cause interruptions to service. You can help by reporting a water leak.

You can play your part in reducing leaks, by maintaining your property's water service and making sure to use a licenced plumber when working on your plumbing.

You can also help by reporting leaks and breaks in our systems. We have crews available 24 hours a day, seven days a week.

Where the leak is located and what it looks like determine when and how to report it.

WATER LEAKS ON THE STREET

Council is responsible for all water supply system components in the street to your meter, including pipes, valves, hydrants and fittings.



A moderate or major burst, generally indicated by water shooting out of the main with pressure or water is running down the street or causing property damage, contact Council immediately or as soon as practical by calling our Customer Service Centre on 02 6578 7290 during business hours or emergency after hours.

A trickle, puddle or damp ground, that has not appeared after rain or due to someone watering their lawn and/or a leaking hydrant or stop valve can be reported by calling Council's Customer Service Centre on 02 6578 7290 during business hours.

Council's Network Operators will inspect the water source and schedule any repairs.

If the water leak is at the water meter

Council is responsible for maintaining and repairing the water meter, pipes from the street to the water meter. Common leaks at the meter to report are;

- Meter tap won't turn off the water supply
- Meter tap is leaking
- Body of the meter is leaking
- Pipe from the main to the meter is leaking.

Report these issues to Council's Customer Service Centre during business hours on 02 6578 7290.

Council need clear access to your water meter when repairing leaks. We are unable to safely repair a meter that is buried or doesn't have enough clearance from the ground, clearance should be a minimum of

225mm. We will need your help to clear the area so we can safely work.

Information to provide when reporting a water leak

Information about the water leak will assist our Network Operators in finding and repairing the leak. The following information is needed when reporting a leak;

- Street or nearest property address
- Nearest cross street
- Where the leak is (road, footpath, nature strip, driveway)
- Leak description (trickle, puddle, damp ground, how quickly would the leak fill a bucket)
- Your name and contact details

WATER LEAKS ON YOUR PROPERTY

As the property owner you are responsible for the maintenance and repairs of all pipes and fittings (including internal pipes and garden taps) from the water meter to the home.

- If you are the owner contact a licensed plumber to carry out the appropriate work at your own expense.
- If you are a tenant of a rental property contact your agent or the owner immediately.



It is important to follow up and repair the leak as soon as possible. You are responsible for all usage charges, meaning you are paying for the leaking water.

Check for water leaks

Leaking pipes, taps and toilets not only waste water but can add to your water bill. Take a look around your property to check for leaks. Make sure:

- There are no damp or extra green patches in the lawn
- There are no damp patches on the walls where pipes are installed
- Taps and other appliances such as hot water system are not dripping
- The toilet cistern isn't leaking. Put some food colouring in the cistern. Don't flush. Return an hour later and if the colour is in the toilet bowl the cistern is leaking
- Your swimming pool isn't leaking
- Tree roots aren't invading pipes
- Pipes and joints aren't rusty or damaged.

Use the water meter to check for leaks

To help you avoid unnecessary water usage charges we have created a simple three-step test that only takes a few minutes to complete.

1. Find your water meter and record the reading (all the digits) or take a photo of the dials on your phone. Make sure you leave the meter turned on and do not use any water afterwards for 5 to 6 hours. Just before bed or during the day (if no one is home) is a good time.
2. Read the meter again a few hours later (or first thing in the morning) making sure you haven't used any water during the test period.
3. Compare the two sets of numbers. If they are exactly the same there are no leaks. If they are different, there is a leak present. Subtracting the first reading from the second reading will show the amount of water used and indicate how bad the leak is.

If a leak is present, contact a licensed plumber to locate and repair the leak.



Call Council immediately if you see a moderate or major water leak, you have no water or see any water causing harm or property damage.

RELATED INFORMATION

- [Managing your Water Account Q&A](#)
- [Your Water Service and Meter Q&A](#)
- [Backflow Prevention Fact Sheet](#)
- [Water Supply Services Policy](#)
- [Water and Sewer Group - Customer Service Plan](#)

FURTHER INFORMATION

For more information on your water service contact Council on:

T. 02 6578 7290

E. council@singleton.nsw.gov.au

W. www.singleton.nsw.gov.au

