

How to check your home for water leaks

1. Locate your water meter at the front boundary of your property.
2. Check the meter before bed or before leaving for work when the house is empty. Note or photograph the reading.
3. Check again in the morning or when returning home. If the reading has changed without any known water use, it may indicate a leak.
4. Contact a licensed plumber to investigate and fix the leak.

Note the City does not reimburse or contribute to the cost of locating or fixing concealed water service leaks.

In the event of a significant water leak, you can turn off the water supply to your property by locating the tap on top of the water meter and turning it clockwise.

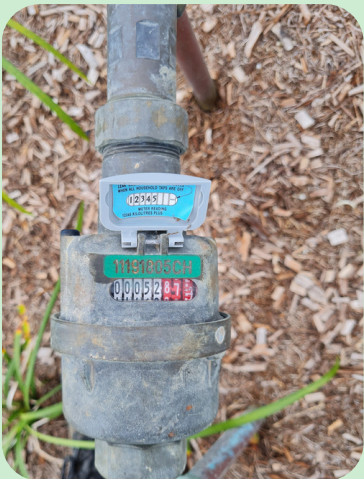


Image of a water meter



Report a leak

Phone

For emergencies, urgent leak attention, or damage and/or maintenance required to City assets, 24 hours a day, and 7 days a week.
02 6648 4000

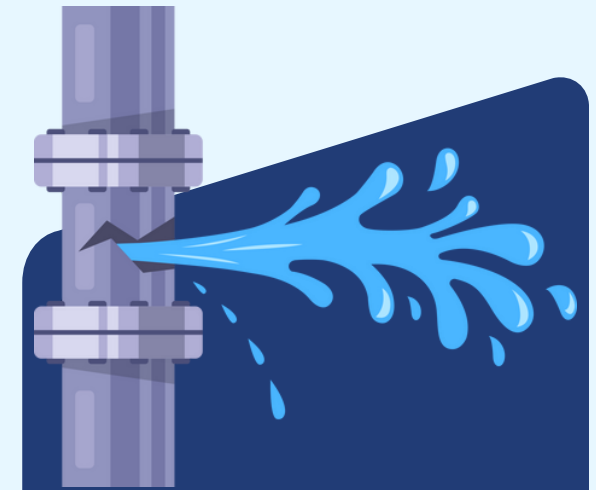
Report

If staff attendance is not as urgent, please use the 'Report an Issue' function on the City website or email coffs.council@chcc.nsw.gov.au

In person

Attend Yarrila Place and lodge a Customer Request with our team.
Level 1, Yarrila Place
27 Gordon St, Coffs Harbour
9am - 3.30pm, Monday to Friday

WATER LEAKS UNCOVERED



Learn how to check for water leaks - you could save water and reduce the cost of your water bill!



Have you noticed an increase in the cost of your water bill?

It may be worth checking if there are leaks in your home that are increasing your water usage.

Common household leaks include running toilets, dripping taps or showerheads, or leaking hot water units. Concealed leaks, for example a leak in an underground pipe, can be more challenging to identify. Thankfully, you can use your water meter to monitor overnight water usage and determine if a leak is present.

How to prevent a water leak

There are a few simple steps you can take to prevent water leaks:

- Don't plant large trees over pipes and mains that run through your property. Their root growth may damage the pipes.
- Regularly inspect your pool for cracks and signs of leaks.
- Regularly maintain automatic watering systems (e.g. pool top up, irrigation).
- Turn taps off gently to lengthen the life of washers.
- Ensure all building and renovation work is undertaken by a licensed professional.
- Proactively check for leaks underneath sinks and around appliances like dishwashers and washing machines.

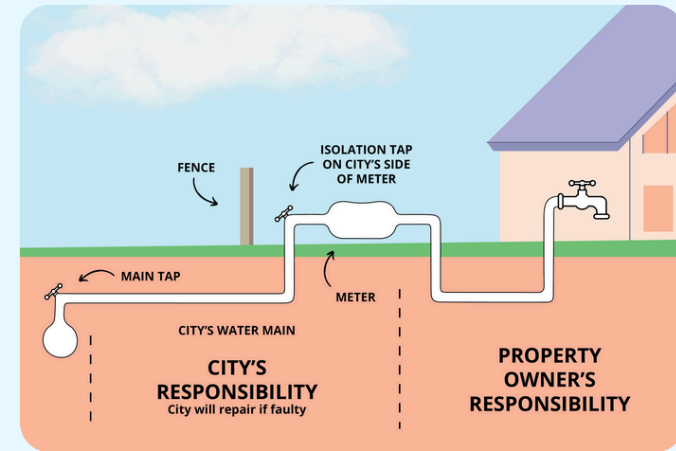


Whose responsibility is the leak?

Leaks **at the water meter** or **on the water service line** are the City's responsibility to repair.

Leaks **after the meter** and **within the property boundary** are the responsibility of the property owner.

If the reported leak is an **internal issue on private property**, City staff can notify the relevant real estate agency or property owner.

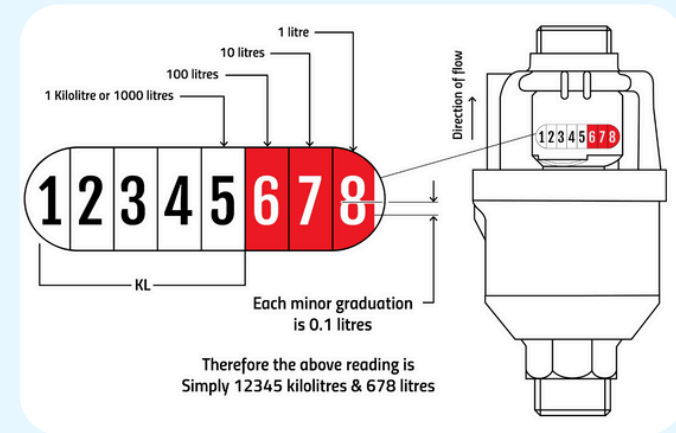


Who's responsibility is the leak?

How to read your water meter

Reading your water meter is like reading a car odometer. The black figures show kilolitres (1 kilolitre = 1,000 litres). The red dials indicate hundreds, tens, and litres.

If the reading before bed was 324100 and in the morning it was 324250, 150 litres of water were used overnight.



How to read your water meter

Did you know that a leaking toilet can waste between 20-1400 litres of water a day?

Across the year, this would add hundreds of dollars to your water bill. To check if your toilet is leaking, add a few drops of food colouring to your toilet cistern. Don't flush the toilet for at least an hour. If the colour shows up in the bowl without flushing, there is a leak. Flush the toilet afterwards to avoid staining.

Concealed leak policy

You may be eligible to request the City of Coffs Harbour to adjust a higher than normal water account caused by a defective water service under our Water Account Adjustment (Concealed Leaks) Policy.

This Policy clearly sets out the Terms and Conditions which must be met for a property owner to be eligible for an adjustment to a water account. To review the policy, search 'Water Account Adjustment' on the City website.