

# Frequently Asked Questions

## Undetected Water Leaks

If you experience a significant increase in water consumption and a higher than normal water bill, you may have an undetected water leak somewhere on your property.



Council Chambers



Queen Street Fountain



Queen Street Clock Tower



Home Hill Comfort Stop

### What is an undetected water leak?

Water escaping from a private water service that is either underground, under or within concrete or underneath a building where an occupant could not reasonably be expected to know of its existence as determined by the authorised officer.

It does not include water loss from:

- Leaking taps, toilets cisterns or other water appliances;
- Faulty plumbing or human error;
- Property sprinkler or other irrigation system; and
- Leaking hot water systems or plumbing relating to a faulty hot water system.

### How can I tell if I have an undetected water leak?

1. Turn off all water appliances (for example showers, taps, washing machines and dishwashers).
2. Check your water meter – if the numbers are ticking over you are using water and may have a leak.
3. While everything is off, make sure there are no leaking taps or other appliances that could explain why the meter is ticking over.

### What happens if I have an undetected water leak

To save water and money it is important to fix any leaks or plumbing issues quickly by a licensed plumber. If the leak is not visible to you it may be an undetected leak and you may be eligible for a rebate from Council for part of the consumption charge.

### Do I qualify for a rebate?

You may be eligible for a rebate from Council if:

- The leak is undetectable; and
- The leak is repaired by a licensed plumber immediately

### How much will I get back?

- Where a concealed leak has occurred and eligibility criteria have been met, Council may provide a reduction of 50% of the difference between the consumption for the billing period and the average of the previous consumption history as recorded by Council over the preceding three (3) years.

# Undetected Water Leaks – Frequently Asked Questions



## Contact Us

### In Person

145 Young Street, Ayr  
8am-5pm Mon-Fri  
(excl. public holidays)

### By Post

PO Box 974  
Ayr Qld 4807

### Phone

(07) 4783 9800

### Email

enquiries@burdekin.qld.gov.au

### Fax

(07) 4783 9999

### SMS

0437 886 008



## What paperwork is needed?

After the leak is fixed, the following documentations are required to be submitted to Council for accessing of a possible rebate:

1. A completed 'Undetected Water Leak Rebate Application' form (available on the Burdekin Shire Council's website: [www.burdekin.qld.gov.au](http://www.burdekin.qld.gov.au)) giving two (2) accurate water meter readings (one week apart) after the leak has been repaired.
2. A report from a licensed plumber to confirm that the leak was undetectable and the date it was repaired.
3. A copy of the licensed plumber's tax invoice for repairing of the water leak.

## I have already had a rebate am I still eligible?

Only one (1) rebate is available every three (3) years per property, unless a property transfer has occurred.

## How to read your water meter?

There are a number of meters in use throughout the Burdekin Shire; however you are able to read them all in the same way. The display panel on your meter has both black and red figures. The black figures on white represent kilolitres or thousands of litres. For our readings of your consumption we only read these figures:



The **white figures on red** are parts of kilolitres (they are read on your water meter). They are useful to assess the amount of water used over a short period of time; for example, if you are checking for leakage overnight.

Some meters have three red digits and some have four. If your meter has four red digits the best thing to do is to ignore the last digit (in this case the 9). This makes the maths easier.

By doing this the red digits show litres or thousandths of kilolitres; for example, in this case 3746.285kl or 3,746,285 litres.

**Note:** All metric water meters show kilolitres in black figures on white and parts of kilolitres in red.

If your water meter is of a type that you cannot understand, please contact Council for assistance on (07) 4783 9954. Council water meters are read twice per year and may be checked at random.