

Oh No! I just received a massive water bill!

You would be surprised how often this occurs, so here is what you can do.

1. Once you pick yourself up off the floor after falling off your chair when you opened your bill, the first thing you should do is go outside and check the water meter reading and compare it to what is on your bill. Sometimes the meter is misread- I had this happen once where the meter was read 100KL higher than what is actually was, so check here first.

If you are unsure how to read your water meter, check this link for further information:

<http://www.actew.com.au/My-Home/Your-water-meter/How-to-read-your-water-meter.aspx>

If your meter has been misread, contact ACTEW on 131 493 so they can arrange another reading and correct your bill.

2. If the reading is correct, the next thing to do is check the property for any obvious signs of water leaking or extra usage. Examples include:
 - Green patches on your lawn may indicate a leak to your irrigation system
 - Leaking toilets
 - Leaking taps
 - Leaking hot water systems

Other things to consider that may have caused a spike in your water usage include:

- Extra people in the house/ school holidays etc
- Topping up and maintaining swimming pools and spas
- Use of evaporative coolers
- Extra watering of gardens and lawns
- Running the water to avoid freezing water pipes during cold weather.

3. If you have identified a leak, contact a plumber to arrange repairs. Get them to pressure test all the taps and pipes while there just to make sure there are not any other problems you may not be aware of.
4. If you were unable to work out the cause of the excess water usage, you may have an undetected leak somewhere. To check if there is a problem, try taking the following steps:
 - Ensure no water is being used in the house (turn off all appliances using water such as washing machines and dishwashers).
 - Locate your water meter.
 - Check the water meter reading last thing at night when everything using water is turned off.
 - Check the water meter reading again first thing in the morning.
 - If there has been some movement on your water meter (the numbers have changed), this confirms there may be a leak such as a burst pipe and further investigation is required.
 - Contact a plumber if required.
5. Did you know that if you have experienced an undetected water leak at your residential property, you may be eligible for a one- off allowance on your water consumption charges?

Click the link here for further information and how to apply: <http://www.actew.com.au/My-Home/My-account/Rebates/Residential-undetected-leak-allowance.aspx>

If your property is rented, and an undetected water leak has resulted in a large water bill, you may not be able to invoice the tenant for the full consumption on the account for the quarter. This needs to be handled on a case by case basis- contact Danielle at Element Property Services for further information 0401 086 400 or email danielle@elementpropertyservices.com.au

www.elementpropertyservices.com.au

