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Media release

Alerting Gold Coast customers to water leaks

Allconnex Water alerts customers to potentially undetected water leaks on their properties and provides a generous leakage rebate of 50 per cent of wasted water and 85 per cent for pensioners.

If a water meter reader registers an abnormally high reading at a Gold Coast property – where the consumption is more than 50 per cent higher than the consumption recorded from the previous meter reading – either a notification card is left, a letter is sent to the customer – or both.

We pride ourselves on taking all measures to alert Gold Coast customers who have a 50 per cent higher water consumption rate so they can act on water leaks on their property.

The electronic devices our meter readers use beep when they register the abnormal reading, allowing the meter readers to double-check the reading and download the information for reporting and investigation. This has been in place for several years and has not changed.

It is our policy to leave cards at the property asking them to call us immediately on our 1300 000 WATER (1300 000 928) phone number where we can explain the process of rectifying a leak, or a letter is sent with the same information.

Letters ask customers to contact Allconnex and include information on how a customer can check for a water leak then have a licensed plumber investigate and repair it.

This information can also be found on the Allconnex website allconnex.com.au

Customers are reminded however that sometimes a bill can be 50 per cent higher than the previous one, without including a 50 per cent increase in water use. In this circumstance, the customer will not usually be notified as there has not been a 50 per cent increase in water use. The increased account would be due to other bill components.

Provided a customer meets the criteria, Allconnex has a policy on concealed leak remissions – meaning they receive 50 per cent of the cost of the wasted water, while pensioners receive 85 per cent. This is one of the most generous leakage policies in Australia.

Once an application form and supporting paperwork for the rebate is received and processed, adjustments will be made to the account and a credit adjustment will appear on the customer's next bill.

To determine if your property has a leak, customers should:

1. Turn off all taps and water-using appliances in and around your home
2. Check your water meter – if the dials on the meter are moving there could be a leak or if there is no movement, there is still a chance there may be a slow leak
3. Do not use any water for a period of time, such as overnight, and check the water meter again to see if the meter reading has changed. If the meter reading has changed during this time it may be an indication that there is a leak at the property.
4. To fix a leak, check all fixtures and fittings and/or call a licensed plumber. Internal plumbing is the responsibility of the property owner.

Customers are encouraged to contact Allconnex Water with any inquiries.

To find out more about concealed leak remissions, go to allconnex.com.au or contact Allconnex Water on 1300 000 WATER (1300 000 928).

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