

9 February, 2011

Media release

Check for water leaks

Customers who receive an unusually high water and wastewater account could have a leak and should contact Allconnex Water immediately.

Allconnex CEO Kim Wood said leaks could occur and customers only realised when they received a higher than usual account.

"From time to time we do have customers who have an undetected leak on their property," said Mr Wood.

"We encourage them to contact us immediately if they suspect this is the case and we can assist them.

"Allconnex also offers a discount to some customers who have discovered water leaks and had a licensed plumber attend their property to investigate and repair it."

Mr Wood said if customers felt confident to check their own water meters and follow a process to record meter readings, they should do so.

"We've got some essential information on our website on how to prevent water leaks, how to check for water leaks, as well as how customers can apply for concessions on their accounts," he said.

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
4. To fix a leak, check all fixtures and fittings and/or call a licensed plumber

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

Inquiries: Tracey Walker, Group Manager Stakeholders

p 07 5582 8104

m 0416 045 741