



Fact sheet

How to check for water leaks

Do you think you have a water leak at your property?

Follow these steps to help you find out:

1

For the most effective results allow 4-5 hours for this test. We recommend testing overnight, or while all residents are away from the property for an extended period.

Make sure no water is being used:

- Turn off all taps (except the stop tap next to the water meter and at the toilet).
- Turn off any water using appliances (eg dish washer, washing machine, sprinklers, evaporative cooling etc).

2

Go outside to the water meter, which should look similar to one of these:



- At a house, the meter is often located just inside your fence line (near your front garden tap).
- At a Unit/apartment, the meter is often near your front door (near your main meter) or in a service cupboard. Ask your building management if you're unsure.

Record the numbers displayed on the dial, for example:



Take a photo on your phone, or write down the numbers.

3

Wait at least a minimum of 4-5 hours (using no water). This allows enough time to ensure if you can detect a slow leak.

4

After 4-5 hours, go back to the water meter and record the numbers again.

5

If any of the meter numbers changed during this time, this *may* indicate that you *might* have a leak.

We strongly encourage you repeat the test a second time (re-checking no water is being used). If, after a second test, you're confident you may have a leak, call a licensed plumber (with leak detection equipment).

If your meter numbers stayed the same during the test, but you still think there could be a leak, call us on **132 642** (24 hours) for more advice.

For information about what to do after a plumber repairs your leak, visit citywestwater.com.au/leaks

Need assistance paying for a plumber? Eligible residential customers may have access to our Water Assist Program.

For more information, visit citywestwater.com.au/assist

**Do you have a water meter leak?
Check out our leaking meter fact sheet.**