



Fact sheet

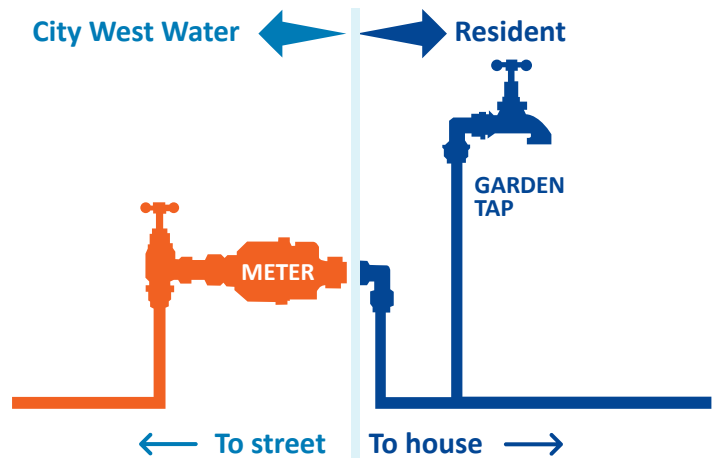
What to do with a leaking meter

If you have a leaking water meter, it could either be our responsibility to fix it or yours. Use this information to work out who to call for help.

For houses

If the leak is coming from the 'Resident' side of the water meter, call a licensed plumber for help.

If the leak is coming from the 'City West Water' side of the water meter, call us on **132 642** (24 hours). We will ask you for the code on top of the meter, which should start with M.



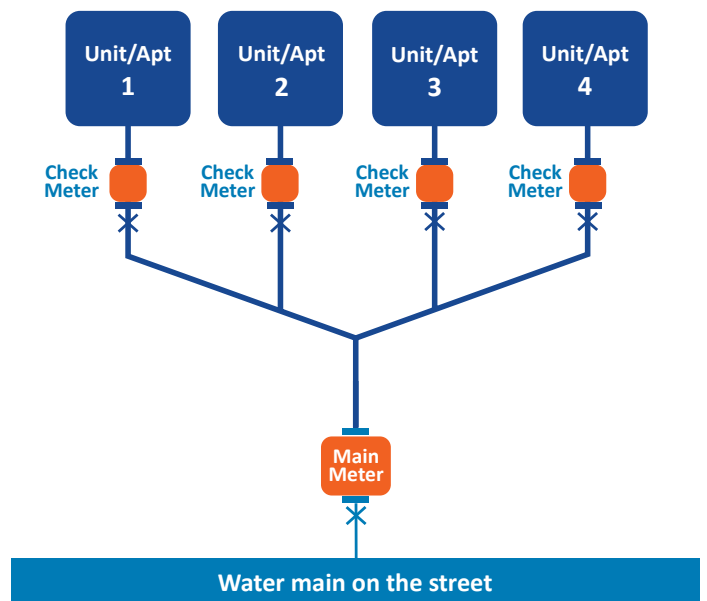
For units and apartments

This diagram is an example of how water meters can be set up in units and apartments (Apt).

There is often a Check Meter for each home (usually near your front door if you're in a unit, or inside a service room or cupboard on your floor if you're in an apartment) and a Main Meter near the street.

If the leak is coming from any of the parts marked 'Resident', it is your responsibility. We suggest you contact your body corporate and/or a licensed plumber.

If the leak is coming from any of the parts marked 'City West Water', call us on **132 642** (24 hours). We will ask you for the code on top of the meter.



KEY

- City West Water's responsibility
- Resident's responsibility
- X X Stop tap or valve

Can't tell where the leak is coming from? Call us on 132 642 (24 hours) for advice.