

HOW TO TEST FOR LEAKS

FIND YOUR METER

Look near the footpath, close to your property. Check that the number above the meter reading matches the number on your water bill. **The last five digits should be the same.**



NO WATER BILL?

Turn the tap off (twist to the right) at your water meter, then turn a tap on inside your property. If the water stops flowing, you have the correct meter.

The water meter tap **must** be turned **back on** for your leak test.

FIND YOUR METER

Choose 4-8 hours when your household won't use any water. Overnight, a day out or a weekend are ideal. Write down the numbers on the meter or take a photo.



Don't use water for 4-8 hours. A longer time will help pick up smaller leaks. Go back to the meter and write down the number or take a photo of the number again.



WHAT NOW?

If the numbers have changed – you have a leak!
Turn over for tips on how to spot where the leak may be.

If the meter numbers didn't change, there may be another reason for your high bill.

Details

| Charge details | | | |
|---------------------------|----------------------|--|----------|
| | Unit rate | | |
| Volumetric charges | | | |
| Water | 17.00 kL \$1.555/kL | | \$ 26.44 |
| WasteWater | 17.34 kL \$2.704/kL | | \$ 36.07 |
| Fixed charges | | | |
| WasteWater | 29 days \$225,000 pa | | \$ 17.88 |
| | | | \$ 80.39 |

Consumption detail

| Meter no. X19A704220 | Consumption period 29 days | | |
|----------------------|----------------------------|---------|----------|
| This reading | 17-Jul-20 | 98 | Estimate |
| Last reading | 18-Jun-20 | 81 | Actual |
| Consumption | | 17.00kL | |
| Water | | 17.00kL | |
| WasteWater | @78.50% | 13.35kL | |

Usage comparison

We are in a drought, the droplet shows you what your household usage is to where it needs to be:

| Household size | Lower limit of band | Average daily consumption |
|----------------|---------------------|---------------------------|
| 1 person | 0 | 0 |
| 2 people | 136 | 136 |
| 3 people | 271 | 271 |
| 4 people | 406 | 406 |
| 5 people | 541 | 541 |
| 6 people | 676 | 676 |

* These figures are based on what we need your usage to be, to be required. If your usage puts you into a household bracket with more people than you are currently residing in your household your usage is more than the upper end of the band.

SAMPLE BILL

What else should I know?

Water and wastewater charges
Our website has information on water and wastewater charges as well as other charges, such as special meter-reading costs.

Customer contract
By receiving our water and wastewater services, you are deemed to have accepted our customer contract. A copy of the contract is available on our website.

NEED MORE HELP?

Visit ecomatters.org.nz/water for more information and to book a free water check.

