



# HIGH CONSUMPTION AUDIT

CUSTOMERS OFTEN ENQUIRE ABOUT UNUSUALLY HIGH WATER USAGE AND QUERY WHETHER THERE MAY BE AN ERROR ON THEIR ACCOUNT. IN MOST CASES IT IS POSSIBLE TO IDENTIFY THE CAUSE OF THE INCREASED CONSUMPTION

The following is a list of the most likely causes of increased consumption. Please use this checklist to complete a quick audit of your home to assist in identifying the potential cause.

## 1. CHECK YOUR METER READING

Verify your meter reading against the reading on your last account to see whether the water meter may have been misread in error.

- Meter reading on account:                      Date: \_\_\_\_\_                      Reading: \_\_\_\_\_ kLs
- Current meter reading:                      Date: \_\_\_\_\_                      Reading: \_\_\_\_\_ kLs

Call us on 1300 657 657 or email [enquiries@hunterwater.com.au](mailto:enquiries@hunterwater.com.au) if you believe a misread may have occurred.

## 2. CHECK FOR LEAKS FROM PLUMBING FIXTURES

- Hot water service
- Toilet cistern/s
- Internal taps
- External taps
- Watering and sprinkler services

If you locate a water leak you may need to engage a Licensed Plumber to repair the leak in your water service.

If you are a property owner, you own and are responsible for maintaining and repairing all pipes and fittings between our water service and the buildings and/or taps on your property. This is referred to as your water service.

## 3. CHECK FOR UNDETECTED LEAKS

Check if the meter is registering any consumption at a time when you know that no water is being used at the property. Checking for leaks differs depending on the type of meter installed at your property. The most common meter types are ZEB, DB and GVB. The meter type will be stamped around the outside of the meter dial.

- ZEB meters have a leak detection dial in the form of a semi-circle on the left hand side of the meter face that shows low flows passing through the meter. We suggest that you monitor the dial for several minutes and take note of any movement.
- DB and GVB meters have a litre dial located on the far right that will show small flows. We suggest that you monitor the dial for several minutes and take note of any movement.

If your meter is registering consumption (I.e. ticking over) when you know that no water is being used, you may need to engage a Licensed Plumber to locate and repair the leak in the water service. Hunter Water provides assistance to eligible customers in the form of an undetected leak rebate. Visit our website [hunterwater.com.au/leaks](http://hunterwater.com.au/leaks) to download a copy of the Undetected Leak Rebate Application to assess whether you are eligible for the rebate.

#### 4. ALSO CONSIDER THE FOLLOWING CAUSES

- Could Hunter Water have taken an under-read on your previous account?  
Average out the two most recent water usage figures and compare them to water usage figures for the same period last year. You can find this information on the reverse side of your Hunter Water account.
- Has your meter recently been exchanged?  
The exchanged meter may have been under registering or stopped registering altogether.
- Have you had extra guests staying at your home in the past four months?
- Have you installed new turf or gardens at your home in the past four months?
- Have you filled a swimming pool at your home in the past four months?
- Have you completed recent renovations or construction at your property?
- Do you have a garden watering service at your property that may be leaking?
- Have you recently used water for bushfire protection?

#### HERE ARE SOME TYPICAL FACTS ABOUT HOUSEHOLD WATER USE

- Almost 30% of water consumed in your home is used in the shower. You can save water if you take shorter showers and use a three star WELS rated shower head.
- One dripping tap can waste more than 20,000 litres of water each year. Fix leaks quickly and save money.
- Some washing machines are inefficient and can use up to 20% of water consumed in your home. Look for washing machines that have a WELS rated label or four or more stars.
- More than 10% of your water is flushed down the toilet each day. Install a new four-star rated toilet and save up to 24,000 litres each year.

**If all of the above checks do not identify a possible cause for high consumption you may like to contact Hunter Water on 1300 657 657 to discuss the option of a meter test.**

If you consider that the meter is not accurately recording, you may request that we test it. A meter test fee applies and is payable prior to the test proceeding. This cost will be refunded if the meter is shown to be inaccurate.

You are obliged to pay the undisputed amount by the due date shown on your account. Hunter Water requests that you pay the service charges and water usage charges representative of previous usage charges on the account, to avoid interest charges and collection processes.