

## How to check for water leaks

Hunter Water



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



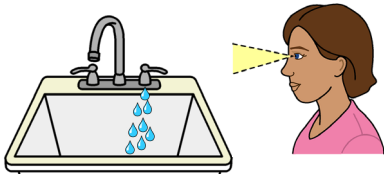
- find more information.

We will write contact information at the end of this book.

## About this book



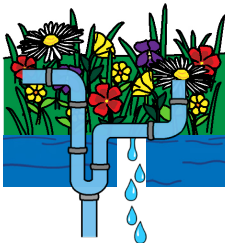
This book is from Hunter Water.



This book is about how to check for water leaks.



Sometimes your water bill might be higher than normal.

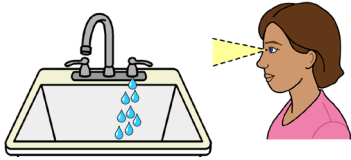


Your water bill might be higher than normal because

- you watered your garden a lot
- you have a water leak.

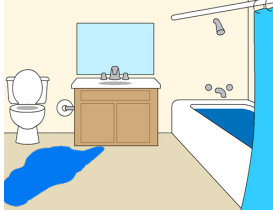


It is important to check for water leaks because if you have a leak you will have to pay more money for your water bill.



Sometimes you

- can see where the water leak is



- **cannot** see where the water leak is.

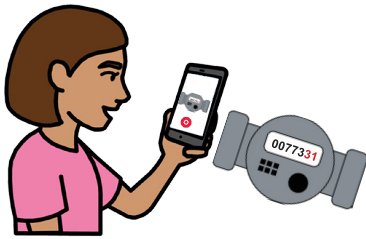
## How to check for a water leak that you cannot see

Turn off all the taps before you go to bed.

For example, you should

- **not** flush the toilet
- turn off the dishwasher
- turn off the washing machine.

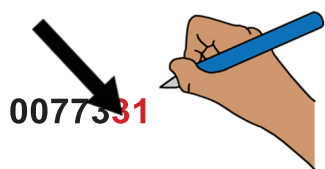




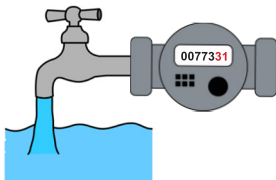
Then you can

- take a photo of the numbers on your **water meter**

or



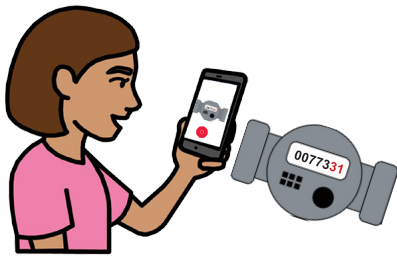
- write down the numbers on your water meter.



Your water meter shows you how much water you have used at your home.



You can find your water meter outside your house.



In the morning before you use any water  
you **must**

- take another photo of the numbers on your water meter

or

- write down the numbers on your water meter again.

**0077331** → **0079999**

If the numbers have changed you might have a water leak you **cannot** see.

**0077331** → **0077331**

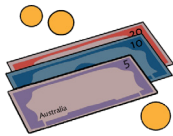


If the numbers are the same you do **not** have a water leak.

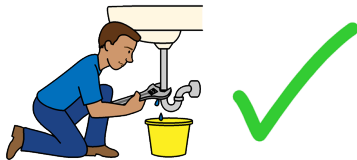


You should call a plumber to fix the leak as soon as you can.

We might be able to give you a **rebate** if you have a hidden leak.



A rebate is when we give you back some of the money you paid in your water bill.



To get a rebate a plumber **must**

- fix the leak



- write how they found the leak

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- write the date that they fixed the leak.



To get a rebate you **must** fill in a form on our website.

The form is called Undetected Leak Rebate Application Form.

## More information



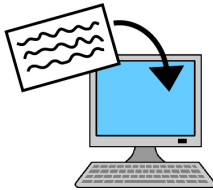
For more information contact  
Hunter Water.



Call            1300 657 657



Website    [www.hunterwater.com.au](http://www.hunterwater.com.au)



Email            [enquiries@hunterwater.com.au](mailto:enquiries@hunterwater.com.au)



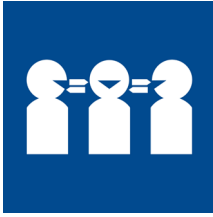
Facebook   [Hunter Water](https://www.facebook.com/HunterWater)



Instagram   [@ourhunterwater](https://www.instagram.com/ourhunterwater)



## If you do not speak English



Contact us through the Translating and Interpreting service or TIS.

Call 131 450



Give the TIS office the phone number you want to call.



If you need help to speak or listen use the National Relay Service.

Call 1800 555 660



Website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)



Give the relay officer the phone number you want to call.

## Notes

[illegible]

[illegible]

This Easy English document was created by Scope (Aust) Ltd. in January 2023 using Picture Communication Symbols (PCS). PCS is a trademark of Tobii Dynavox, LLC. All rights reserved. Used with permission. This document must not be sold to third parties. The images must not be reused without permission. For more information about the images, contact Scope on 1300 472 673 or visit [scopeaust.org.au](https://scopeaust.org.au)

