

Water is a precious resource and changes in the climate make it more important than ever that we all address leaks promptly.

Just one dripping tap can waste around 20,000 litres of water per year, while a leaking toilet wastes up to 16,000 litres. By acting fast you could save significant money on your water bill.

Who is responsible?

East Gippsland Water is responsible for maintaining and repairing the water main, the pipework from the main to your water meter and the meter itself for approved connections to properties, except in the case of fire services.

As a customer you are responsible for the maintenance and repair of all private plumbing and pipework on your property, which includes addressing leaks.

Tenants and landlords

If a leak occurs at your premises you have a responsibility to take reasonable action to have this repaired. Tenants should contact the landlord or agent immediately to arrange for a speedy repair. The landlord is responsible for ensuring the premises are safe and habitable.

Checking for leaks

An easy way to check for leaks on your property is to read your meter (usually located towards the front of your property) at the start and end of a two hour period when NO water is being used. Ensure that NO taps or other water outlets are operated during this time.



outside could indicate leaking pipes under the surface. Call in a licensed plumber.

If the readings differ the chances are that you have a leak and this will need to be repaired. Wetness around taps and hot water systems may indicate leaks in your plumbing system, while wet or damp patches on the ground

It is a good idea to take meter readings on a regular basis and to supplement these with visual checks for leaks. The readings are also a good way to gauge your typical level of water consumption.

If you spot a leak relating to the water meter itself, or pipework on East Gippsland Water's side of the meter in a public area like a nature strip, contact our 24 hour emergency and faults service on

1300 134 202 so that we can address it as soon as possible.



Repairs

It is a requirement that only licensed plumbers can install or repair pipework on your property that is connected to the reticulated water supply, using approved materials. This helps maximise protection against leaks, ensures quality control and helps protect public health.

For detailed information on private plumbing requirements please contact the plumbing division of the Victorian Building Authority on 1300 815 127 or visit their website at www.vba.vic.gov.au

In an emergency

There is usually a stop tap located next to the water meter. In the event of an emergency, such as a burst pipe, turn off the stop tap and this will cut the water supply to your house until it can be repaired.

For more information-

Contact East Gippsland Water on 1800 671 841 or email egw@egwater.vic.gov.au
Alternatively, visit the Bairnsdale office at 133 Macleod Street on weekdays during business hours.