

# How to Check for Leaks



Let's work together to save 76,650 litres of water a year by regularly checking taps, pipes, and fittings around your property for leaks.



**DRIPPING TAP**  
USES 30 – 50L PER DAY



**LEAKING PIPE**  
USES OVER 7,000L PER DAY



**LEAKING TOILET**  
USES 10 - 260L PER DAY

## Inside the home

The kitchen, bathroom, and laundry are common places to check for dripping taps, including washing machine and dishwasher connections. Damp patches on the walls might also mean you have a leak.

You can check for leaks in your toilet cistern in 4 simple steps:

- 1 Drop a dye tablet or a few drops of food colouring in the tank.
- 2 Wait 10 – 15 minutes and do not flush the toilet during this time.
- 3 When the allotted time has passed, look for colouring in the toilet bowl.
- 4 If you can see colour getting through, then you have a leak.

## Outside the home

Look around your garden, specifically:

- Garden taps and hose fittings
- Garden irrigation (including sprinklers)
- Automatic solenoids and manual isolation valves
- Exposed pipework
- Hot water systems and air conditioning units
- Damp and/or uneven brick paving, and around garden areas as they may be soggy and greener than expected.





## Checking for underground leaks

- 1 Turn off all taps on your property including the irrigation shut-off valve next to your water meter (if you have one).
- 2 Make sure no one is using water.
- 3 Take a reading of the water meter.
- 4 Check the far right hand dial on the water meter – is it moving?
- 5 Wait 1 hour and take another reading - this will show your leakage per hour.
- 6 If the reading has not changed, repeat the process with the irrigation shut-off valve open (if you have one).
- 7 If the reading has changed or the dial is moving, contact a licensed plumber to locate and repair the leak.

## Reporting a leak

To report a leak in your home, follow the below process:

- 1 Turn off the stopcock at the meter and check if the leak is still running.
- 2 Turn all the taps off in the house and yard including toilets and hot water systems, check the main meter to see if the numbers are still ticking over.
- 3 Try to identify where the leak is coming from (front yard, back yard, out of the ground, indoor pipe, outdoor pipe).
- 4 There is an arrow located on the meter near the display dials. The arrow points towards the owner's side of the meter, any leaks after this arrow is on the owner's side.

### Did you know?

You can report a leak easily using your mobile. Download one of these apps:

- iCouncil (iPhone & iPad) or
- Snap Send Solve (Android).



Should your self check not indicate an underground leak and you think your meter could be faulty, contact Council on 13 48 10 or email Townsville Water at [enquiries@townsville.qld.gov.au](mailto:enquiries@townsville.qld.gov.au) for your meter to be tested. *Please note that a fee applies for this service.*

**If we need to send a crew out to your property and the water meter is inside the fence line, please let us know if there is a dog on the property.**

Source: [townsville.qld.gov.au/water-waste-and-environment/water-supply-and-dams/water-leaks](https://townsville.qld.gov.au/water-waste-and-environment/water-supply-and-dams/water-leaks)