



Leakage and wastage

PRACTICE NOTE WAT05

This Practice Note is part of a series of notes developed to assist with the use and implementation of the Central Hawke's Bay District Council's (Council) Water Supply Bylaw 2021 and the Sustainable Water Management Plan 2021-2024.

Purpose

This practice note has been created to provide information on the requirements and responsibilities to manage water leakage. It outlines the key information from the Sustainable Water Management Plan and Water Supply Bylaw that we use to manage and maintain our district's water supplies.

Why leakage is important

Leaks can cause unnecessary wastage of water. We value our most natural resource, water, and our focus on reducing leakage is an important part of our Sustainable Water Management Plan .

Leaks on private properties can significantly contribute to the total demand on our water supplies.

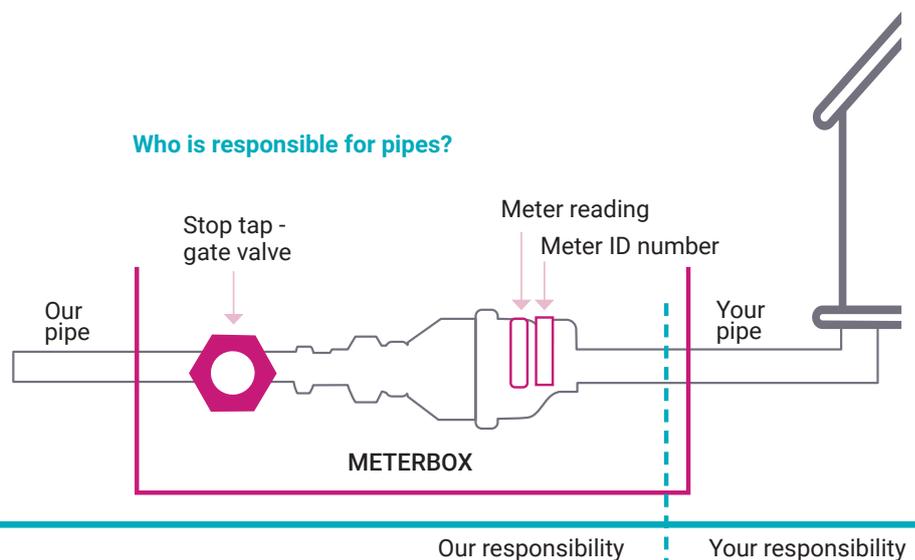
If you have a leak on your property and you have a water meter, your water bill will be higher if your leak is not fixed.



Your responsibilities

It is your responsibility to take all reasonable steps on your side of the point of supply to prevent leakage or wastage from occurring.

Who is responsible for pipes?





You may not knowingly allow:

- Water to run to waste from any pipe, tap, or other fitting
- Leaks to continue unchecked or unrepaired
- Allow unattended operation of hoses
- The condition of the plumbing within your property to deteriorate to the point where leakage or wastage occurs or where contamination of water supply occurs or is likely to occur.

Unless we have specifically approved it, you may not use water or water pressure from our water supply for:

- Driving lifts, machinery, educators, generators, or any other similar device.
- A single pass cooling system.
- Diluting trade waste prior to disposal.

If you see a leak on your property it is in your interest to fix it as soon as you practically can.

The cost of all water that passes through your water meter will be charged to the property owner, regardless of whether this is from normal usage or leaks.

If we become aware of a leak on your property that needs to be fixed urgently, then we can serve you with a notice that requires you to take action to fix that leak within a specified period. If you haven't fixed the leak within this notice period, under the bylaw and Section 186 of the Local Government Act we can access your property to undertake the repair work required and charge all costs to you.



Our responsibilities

We are responsible for:

- Providing reliable, safe, efficient water supply services.
- Maintaining public water supply networks.
- Monitoring and testing water quality.

If there is a leak on our side of the point of supply e.g. on the street, we will repair it as quickly as possible. Our aim is to repair major leaks within 12 hours and small leaks within three days. If you have a leaking service valve (toby) or water meter, we aim to fix or replace it within three days. Please contact us if you notice any leaks on the road or footpath so that we can fix them promptly.

As part of our maintenance and renewal programme we prioritise areas of our water supplies where leakage is high.



How do you know if you have a leak?

The best way to find a leak is to use your eyes and ears.

There are several simple checks you can do:

- Check for damp patches in the garden or driveway during dry weather
- Look for single patches of the lawn that are always green no matter how dry the weather has been
- Listen for water running down a drain when no water is being used in your property
- Listen for water hissing or the sound of running water (rather like when your tank or cistern in the toilet is filling) when there is no water being used in the house.

If you have found any of the above situations, or if your water bill is unusually high, we suggest that you check your water meter. This is the most accurate way to know whether you have a leak:

- Turn off all your taps
- Read the meter a couple of times.
- If the meter reading goes up, you may have a leak.
- Contact your plumber to get the leak fixed.

Water meters are usually located in a box in the ground on or near your front boundary.

We recommend that you look at your water bill on a regular basis. A higher than usual bill could indicate that you have a leak - but you will also need to think about whether your water usage has changed (e.g. you've been watering your garden over summer) or whether the bill is a 'catch up' on previously estimated amounts. We also aim to make sure your water meter has been correctly read, but if you believe there is an error in the reading please contact us.

As a guide normal household usage should be about 25,000 litres per month (approximately 800 litres per day), but activities like irrigating the garden can dramatically increase your water usage as can leaky pipes, taps and stock troughs. You can calculate your water usage using our online tool found here

www.chbdc.govt.nz/services/water/water-meters

If you'd like to find out more about saving water, please check out our web page on how much water do I use? www.chbdc.govt.nz/services/water/using-water



Water rates remissions

We may be able to give you a remission on your water rates if you find a leak and fix it promptly, under our Remission of Water Meter Rates Attributable to Water Leaks Policy. To be eligible you need to:

- Apply to us for a remission
- Repair the leak as soon as possible after you notice it, and within one month unless you can prove that a repairer wasn't available
- Provide us with proof that the leak has been repaired

If we approve the remission, we will estimate your consumption based on previous meter readings. Generally, we will only grant a remission for a property once a year.

For more information

View Council's updated Bylaws on our website: www.chbdc.govt.nz/our-council/bylaws

View Council's Sustainable Water Management Plan online:

<https://www.chbdc.govt.nz/assets/Uploads/Sustainable-Water-Management-Plan.pdf>

If you have further questions or need more information, you can phone Council on **06 857 8060**, email us at customerservice@chbdc.govt.nz, visit us at 28-32 Ruataniwha Street Waipawa 4210 or send us a letter, PO Box 127 Waipawa 4240.

Use the **Send Snap Solve App** to report any spills. CHBDC have a spill response and reporting procedure they will implement.