Your Water Consumption...

We understand at times there may be an issue with high water consumption due to unforeseen circumstances. Should this occur there are steps to take to ensure your consumption is kept to a minimum?

This fact sheet is designed to help our customers identify any faults or leaks prior to contacting the Council. You should consider the following things.

In the last six months have you:

- Increased the number of people living in your house – this will cause higher water usage due to more frequent use of toilets, showers, washing machines, dishwashers etc
- Put in a swimming pool/spa
- Landscaped your yard with more gardens or grassed areas
- Moved into a larger house with a bigger yard or more water-using devices
- Noticed any leaking taps inside or outside the house
- Noticed any areas on the ground that continually seem to be moist – this may mean you have a leak in the underground water pipe that runs from the meter to the house.

If you believe that none of the above is a possibility it may be an internal leak. You should:

1. Turn off all taps or devices that use water inside and outside the house.

2. Check your water meter. If the meter is still moving then more than likely there is a leak somewhere on the property.

3. Engage a plumber to investigate.

If all of these options have been exhausted and no leak is found the meter may be faulty. You will be required to contact Council’s Customer Service Centre to arrange a test which will incur a fee. If the meter is found to be faulty a refund will be given.

The Burdekin Shire Council has a guaranteed, year-round water supply from the Burdekin River, underground aquifer and Burdekin Falls Dam.

This makes our water both abundant and reasonably priced!