

High Water Bill Issues

If you have received a water bill that is higher than expected and you suspect there is an issue please follow the steps below and contact Rental Property Network with the details requested.

1. Please check the metre reading to see if it appears to coincide with the current reading. On occasion we do see incorrect metre readings from SA Water.

CURRENT METRE READING - _____

2. Please do a visual inspection around the property in search of any evidence of water leaks. This could be evident through a soggy patch of bark chips, a bright green patch of lawn, or a more obvious leak. If there is evidence of a leak please provide details.

3. If the issue is still not identified you will need to complete a Leak Test. Please set aside a period of 3-4 hours where water will not be used in the house at all. Read the metre, even take a photo then do not use any water for this period of time. Read the metre again at the end of the 3-4 hour period to see if the reading has changed. The left side of the metre represents KL and the right three numbers relate to the litres. At the end of the time did the metre reading change when you were not using any water? If so this could point to a concealed leak and we may need to arrange a plumber. If the leak is due to damage by the tenant then any accounts from the plumber may be payable by the tenant.

Metre Read at the start: _____ Metre read at the end: _____

4. The final test is a bucket test. This is only necessary if the leak test did not identify a leak. It requires you to have a measured bucket, for instance a 4L bucket. Read the metre, do not use any other water in the house while doing this. Fill the bucket several times and check if the metre reading moves to that amount.

Metre read at the start: _____ Metre Read at End: _____

Bucket size: _____ Number of times filled: _____

Does this match the water used? _____

If after exhausting all these checks we are able to have SA Water to attend however if the metre proves not to be faulty then SA Water may charge for attendance.