

High Water Bill Troubleshooting

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 coincides with the current reading. On occasion, there can be incorrect 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 to your Property Manager.
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, 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, check to see if the metre reading has changed. 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.
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, such as a 4 litre bucket. Read the metre and 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.

Start reading:

End reading:

Bucket size:

Times filled:

If after troubleshooting you still have issues, 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.

