

If a major leak has been discovered and repaired can Shoalhaven Water help with the increased cost of my Water Account?

Yes. Under certain conditions Shoalhaven Water will be able to provide some assistance under its Undetected Leak Reduction assistance measures. Contact us on 4429 3214 for further details.

Can Shoalhaven Water enter my property?

At times, we may need to enter your property to improve our systems, or check that legal requirements are met. Our staff and authorised contractors will wear ID badges.

If we need to enter your property, we will make sure we cause as little inconvenience as possible. We will remove our rubbish and aim to leave your property in the same condition that we found it.

What about illegal or unauthorised water services to a house?

If your water service is unauthorised, defective or has been installed illegally and we believe it could seriously affect our system we may ask you to fix the problem at your expense. If you do not fix the fault by the date we set, we may carry out the work and pass the cost on to you.

What if I want to do some building work on my property?

You must get our approval before doing any building, landscaping, or construction work that may interfere with our systems. This is normally undertaken through the Development Application process. If you build without consent you could be asked to remove the building work that doesn't meet with our approval at your own expense.

Can I install a rainwater tank?

We encourage all customers to use water wisely by installing water efficient fixtures, appliances and equipment. Rainwater tanks can provide another source of water for non-drinking purposes. To avoid contaminating the drinking water supply, you must not connect rainwater tanks to your water system without our approval.

For more information about your water services visit our website www.shoalwater.nsw.gov.au or call us on **1300 66 22 46**



Your Water Services

A guide to our responsibilities and yours



There are many aspects to the provision of your water and sewerage services but perhaps the most asked-about is where the responsibility for repairs and maintenance starts and ends.

This brochure answers some of the frequently asked questions about your Water Supply and another similar brochure on Sewerage Services will be coming to you with your next water account.

Responsibility for pipes and fixtures can be divided into everything up to and including the meter and everything after it. The diagram shows where Shoalhaven Water's responsibility ends and the home owner's responsibility begins.

You can easily check to see whether a water leak is Shoalhaven Water's responsibility or yours. Turn off the water cut off valve located near the meter. If the leak stops (or if the meter numbers stop ticking over) then it is an internal leak and you will need to contact a plumber to fix it. If the water meter or any of its connections are leaking then this is our responsibility and you should contact Shoalhaven Water so we can organise the repair.

Your questions answered

Who is responsible for the water meter?

Shoalhaven Water provides and maintains your water meter and will repair or replace it if a fault is detected. If you damage or interfere with the meter, we may pass the repair charges on to you. Customers must ensure that we have access to read the meter, to ensure accurate accounts are provided.

Who looks after the pipes and fittings?

Shoalhaven Water is responsible for everything up to and including the water meter. All pipes, taps, drains and backflow prevention devices on your property that come from the meter are your responsibility. If you find a problem with any pipes or fixtures on our side of the meter your assistance in notifying us would be much appreciated. Our Freecall line is 1300 66 22 46.

Will Shoalhaven Water find and repair water leaks on my property?

While we can provide a range of options to identify water leaks, any leaks that occur between the water meter and your house are your responsibility. Customers should call a licensed plumber to undertake the necessary repairs.

