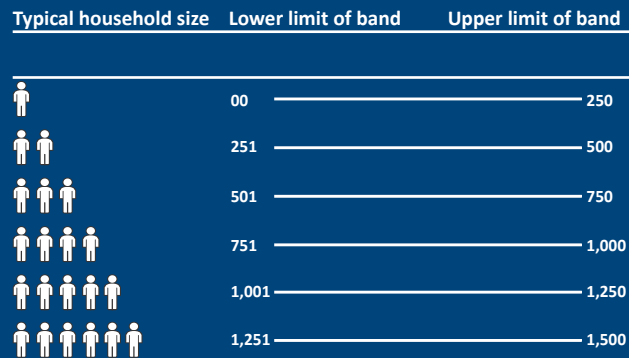




Average daily consumption in litres per day

What's normal?



The diagram below shows the number of litres of water that can be lost depending on the size of the hole in your water pipe.

1,000 litres = 1 cubic metre

A hole this size	.	.	●	●
Loss per day*	546	1,637	19,530	51,479
Loss per month*	16,380	49,110	585,900	1,544,370

* (Litres)

Hot tips for water conservation

TOP TIP

Check for leaks once a month.

Read your water meter, make sure you don't use any water for at least four hours – overnight is perfect - then read it again. If the readings are different, you probably have a leak.

- Fix leaky taps – a dripping tap can waste up to 72 litres of water per day.
- Check your toilet – put a few drops of food colouring in the cistern. If colour ends up in the toilet bowl without flushing, you have a leak. An average toilet leak could waste 1000 litres per day.
- Turn off taps – especially while rinsing dishes or brushing your teeth. Bathroom taps run at about 7.5 litres-per-minute, so turning off the tap while you're brushing or shaving can save hundreds of litres-per-month.
- Use the dual-flush button on your toilet – toilet flushing is the single highest use of water in your home.

MATATĀ

Water meter installation



Water is a precious resource and we are all responsible for ensuring we use water sustainably.

Currently, the unmetered supply in Matatā indicates high water usage which is double the national average household use for metered supply.

In the coming weeks we will be starting work on a project which will see water meters installed on all connected properties within Matatā water scheme boundary.

Water meters allow for more effective and efficient identification of leaks, as many underground leaks go undetected without proper monitoring.

Physical works is scheduled to start in mid-November 2023 and the project will be rolled out over the course of a couple of years as we replace our aging water pipes.

As households are metered Council will be able to locate and fix water loss in the system more effectively.

The system for charging for water will not change in the short term. This means property owners will continue to be charged a supply fee included in the land rates, rather than per cubic metre of water used.

There are some existing metered properties within Matatā water scheme, generally for businesses, rural, non-residential, the existing charging arrangement for these connections will remain unchanged.

If volumetric charging for residential connections is introduced in the future, it will only be following a formal consultation process.

In the meantime you'll be able to use your water meter to monitor your water usage, and detect and fix suspected leaks.

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Frequently asked questions



Will contractors come onto my property?

Contractors will access the water toby at the entrance to your property, and then one outside tap to release air trapped in the pipe following installation.

How long will it take?

Each installation should take 30-60 minutes but in some cases, the contractor will require a water shutdown of up to four hours. In this instance, you will be given 48 hours' prior notice.

Will my water supply be affected?

Possibly - in some cases, the contractor will require a water shutdown of up to four hours. In this instance, you will be given 48 hours' prior notice.

Will I be charged more for water?

No. Property owners will continue to be charged a supply fee included in the land rates, rather than per cubic metre of water used.

Will I be charged for the installation of the water meter?

No. The water meter installation project was budgeted for in the 2023-24 Annual Plan, so there will be no additional charges to the property owner.

What about existing metered properties?

For these properties the existing charging arrangement for these connections will remain unchanged.

What do I do if the meter indicates a leak?

You will need to call a plumber to locate and fix the leak within your property.

What type of water meters are being installed?

We're installing Smart Meters. These meters use advanced digital and communication technology to measure your water use accurately and can be read remotely, reducing the need for manual readings. These Smart Meters can even be read from a vehicle, making water management more efficient.

