

# PIPELINE

 UrbanUtilities

Q1 2024 | BRISBANE



**EASY CHECKS TO STOP  
HOUSEHOLD WATER LEAKS**

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# HOW TO SPOT (AND STOP!) 5 SNEAKY LEAKS AROUND THE HOUSE

A little drip might not seem like a big problem, but leaks around the home can quickly drive up your water bill.

And with dam levels dropping in South East Queensland, fixing household leaks and conserving water is more important than ever. The problem is that some sneaky leaks can be hard to spot until it's too late.

Stephanie Waugh from our customer service team hears first-hand the impact it can have to your bill. Here are the five she sees most often.



## 1. TAPS

A leaking tap can waste up to 20,000 litres per year if left undetected, which can really hurt the hip pocket.

Check to see if any tap spouts are dripping, if there is water seeping out at the handle or connection points, or if there are water stains in your sinks or basins. Dripping taps will often just need a replacement washer, which is an easy fix for your plumber.

## 2. TOILETS

Most of us are familiar with the sound of a trickling toilet, but slower leaks can be silent.

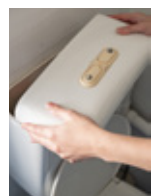


**LEAKY LOOS ARE ONE OF THE MOST COMMON CAUSES OF SPIKES IN WATER USAGE**

Stephanie explains,

"They can waste up to 22 litres per minute, adding thousands of dollars to a quarterly bill."

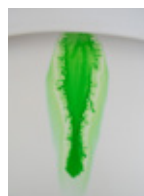
To check yours, pop a few drops of food dye in the cistern. If you can see the colour seeping into the toilet bowl even though you haven't flushed, call a plumber to fix the leak as soon as possible.



Remove water tank lid



Add dye



Sign of a leak

## TOP TIP

*Sometimes the culprit is a stuck flush button. If you notice this happening, get a plumber to inspect. And don't forget to check your toilet buttons before leaving on holiday!*

## 3. SHOWERS

Shower leaks can be difficult to spot because they often spring up in your internal pipes. Bubbling, cracked or peeling paint on the walls around your shower can indicate an internal leak, as can cracks in tiles.

If your shower head is leaking, you may hear it dripping when your shower is turned off or see water stains on the floor.

## 4. APPLIANCE HOSES

Washing machines, dishwashers and even refrigerators with water connections can get hose leaks or bursts. They may start as a slow leak or be hidden behind appliances.

Check for water stains or pooling under and around your appliances. If you see any evidence of water, check if the hose is cracked, frayed, bulging or wet.

## 5. BACKYARD PIPES

Suspicious damp or green patches on your lawn or cracking in paved areas can be an indicator that you have a concealed leak underground.

If you think you may have a leak, check your water meter to see if the dial moves even when you aren't using any water.

If a leak has led to a larger-than-expected bill, and you need extra time to pay, we're here to help. You can request a payment extension or arrangement at [urbanutilities.com.au/help](http://urbanutilities.com.au/help)





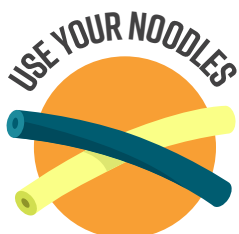
# TIPS FOR THE PERFECT SUMMER SLIP 'N' SLIDE

Nothing says summer like slippin' 'n' slidin' with your family and friends.

Cooling off doesn't need to mean a bigger water bill – here are a few tips to help you keep costs down, protect the environment and keep your kids safe.



An afternoon of backyard sliding is great fun, but it doesn't have to be a waste of water too. Use a bucket or a watering can at the top of the slide to keep the water flowing without leaving the hose on for hours.



Pool noodles are the perfect bumpers for your slip 'n' slide – just tuck them underneath your tarp and secure them in place with tent pegs or waterproof tape.



A bit of lubrication puts the 'slip' into slip 'n' slide, but keep in mind that any soap or oil you use will end up on your grass and possibly in the stormwater drain. Use a natural soap, apply sparingly and avoid any harsh chemicals – it'll be gentler on skin and eyes too.

# FIRST 'FLUSHABLE' WET WIPES NOW ON SHELVES



The first wet wipes to meet a newly introduced National Standard for flushable products have hit supermarket shelves - and more are on the way!

We've been carrying out world-leading flushability testing at our Innovation Centre in Brisbane to determine which products can actually lay claim to the 'flushable' tag.

Seven separate tests put the products through their paces, including 30 minutes in a replica household drainline and urban pump station sewer, and a sloop box test where wet wipes are placed in tubs which rock back and forth to see how effectively they break down.

Wet wipes can cause costly blockages in the wastewater network and your household pipes, which can lead to unexpected and often hefty plumbing bills.

Avoid flushing products that claim to be 'flushable' – instead, look for the 'flushable' logo referencing **AS/NZS 5328** – the new National Standard.



# LET'S VALUE WATER NO MATTER THE WEATHER



Everything we love about living in South East Queensland involves water. From small moments in our day like making a coffee, to memories made with loved ones like swimming in the summer – our lifestyle, jobs and economy all rely on plentiful access to water.

We can't take our water for granted. Outside of drought, our drinking water supplies are under pressure from population growth and climate change and we must secure them for the future.

It's important we have access to other climate-independent water sources for a secure water supply in the future. We're planning well ahead to ensure water security for our region for generations to come.

Whatever the weather, we encourage everyone to look for ways to use water efficiently and minimise wasted water at home, work or school.

**FOR WATER SAVING TIPS VISIT**  
**[URBANUTILITIES.COM.AU/SAVEWATER](https://urbanutilities.com.au/savewater)**

## 100 YEARS OF SEWAGE TREATMENT



*Luggage Point 1973 - Digestors Under Construction*

### Ever wonder what life in our region was like 100 years ago?

Brisbane's first sewage treatment plant at Luggage Point has just celebrated its 100th birthday. It was ahead of its time – in fact, it was Australia's first full-scale sewage treatment plant when it was opened on 23 November 1923.

Connecting properties to the sewer system in those days was a slow process, so 'night soil men' were still required to collect waste from outhouses and empty the content of their cans into the trunk sewer main (known as S1) for treatment.



Our region has remained ahead of the curve ever since, when it comes to water and wastewater services. We were the first utility to use Annamox 'superbugs' to treat wastewater, which means we're better able to cater to population growth and reduce the carbon footprint of wastewater treatment – a win/win! It's all part of our commitment to ensuring your wastewater disappears with a single flush of the toilet or pull of the plug.

For more on the history of Luggage Point, and how wastewater treatment has changed over the years, visit [urbanutilities.com.au/pipeline](https://urbanutilities.com.au/pipeline)

## ALWAYS HERE WHEN YOU NEED US:

Clean safe water every day, 24/7 crews, local contact centre, supporting vulnerable customers, protecting the environment



**TO REPORT A FAULT OR EMERGENCY**  
CONTACT US 24/7 ON 13 23 64

**FOR MORE INFORMATION VISIT**  
[URBANUTILITIES.COM.AU](https://urbanutilities.com.au)

**GENERAL ENQUIRIES**  
FROM 8AM-5PM WEEKDAYS 13 26 57

Urban Utilities provides water and sewerage services to customers in the Brisbane, Ipswich, Lockyer Valley, Scenic Rim and Somerset regions. Urban Utilities is the trading name of the Central SEQ Distributor-Retailer Authority.

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