

Understand your water pressure

Testing your water pressure at home is an easy way to check if you are receiving an adequate water flow rate. Our Urban Customer Charter sets out the standard water flow rates that you can expect to receive.


Under normal operating conditions, you should be receiving at least 20 litres of water per minute from a standard 20 millimetre service. If you believe you are receiving less than this, you can test your water pressure using a 10 litre bucket and a timer.

Exceptions to this standard include:

- › if there is an issue with the infrastructure within a property;
- › if the service is provided via a private extension;
- › if there is a drought or emergency;
- › if there is a water shortage due to peak summer demand;
- › or if there is an unplanned or planned interruption.

For full details about delivery quality and flow rates, please refer to **Page 9** of our **Urban Customer Charter** which is available on our website.

How do I test my water pressure?



STEP 1 Turn off all taps and any water-using appliances like air conditioners.

STEP 2 Place your 10 litre bucket under the closest tap to the water meter.

STEP 3 Turn the tap on fully and time how long it takes to fill your bucket.

STEP 4 Record your results.

Reading 1

DATE	TIME

Reading 2

DATE	TIME

Reading 3

DATE	TIME

A 10-litre bucket should take less than 30 seconds to fill.

How do I report a low flow rate at my property?

If your 10 litre bucket takes longer than 30 seconds to fill at the closest tap to your water meter, please phone our **Customer Support Team** on **1300 363 200**. If you complete the test multiple times, please provide the results of each test.

If you can fill your 10 litre bucket in less than 30 seconds at the tap closest to your water meter, but other taps on your property take longer, there may be a problem with the internal plumbing at your property. We recommend that you contact a licensed plumber to help resolve the problem.

If you need to report a fault or emergency, you can phone us anytime on **1300 363 200**.

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