

# High bills: how to check your use and check for leaks



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

## High bills

If you receive a high bill, you can:

- check your energy or water use
- check for leaks in your pipes and appliances.

## Meter self-reads

You can use your meter to check your use. This will help you:

- understand how much you are using each day
- take steps to reduce your usage
- check your bills.

Follow these steps:

1. Read your meter at a set time on a typical day for your household.
2. Take another reading at the same time the next day.
3. Use these two numbers to work out how much you have used in this 24-hour period.

Repeat this over several days if you want to:

- to see if your reading is consistent.
  - to work out your average use for the test period.
4. Compare these numbers with the 'average daily use' figure on your high bill.

## *If your test amount is similar*

If the amount of energy or water you used in your test period is close to the average daily use figure on your bill, your use is stable and your bill is not high.

## *If your test amount is lower*

If the amount of energy or water you used in your test period is lower than the average use figure on your bill, your bill may be high.

This might be because:

1. your bill is estimated
2. you used more energy or water than usual
3. your bill is wrong.

Read our *High bills* fact sheet to see other checks you can take.

## Checking for a gas leak

To check for a gas leak:

1. Turn off all your gas appliances
2. Check your meter to see if the dial is still moving.

If the dial is still moving, you may have a leak in a pipe or an appliance.

Tell your gas provider immediately.

Your provider will come and make your gas safe.

If the leak is in your provider's equipment, your provider will repair it.

If the leak is in something that belongs to you, you will need to get a licensed gas fitter to fix it.

## Checking for a water leak

1. Turn your water off.
2. Read your water meter.
3. Wait 2 hours. Don't let anyone in your household use any water during this time.
4. Read your water meter again.

If your read has changed after 2 hours without anyone using any water, you may have a leak.

Contact a plumber to help you work out where the leak is and fix it.

Leaks get worse. It is better to fix them straight away so you don't get charged for water you are not really using.

## Checking small appliances

To check small appliances, ask your local library for a home energy toolkit.

The tool kit will include an appliance meter and tell you how to use it.

Our fact sheet on measuring the energy used by your appliances can help you work out the kilowatt (kW) rating of your appliances.

If you think an appliance is using more energy than it should, ask an electrician, plumber or gas fitter to check your appliances.

## Meter problems

If you think you may have a problem with your meter, you can ask your provider to test it.

Your provider will charge you for this test, but you won't have to pay the charge if your meter is faulty.

Meters aren't usually faulty, so don't ask for a test unless you are sure the meter isn't working properly.

## More help

See our fact sheets:

- *Making a complaint*
- *High bills*
- *Estimated bills*
- *Measuring the energy used by your appliances.*

Call the Energy Advisory Service for free, independent energy advice or visit their website at [www.sa.gov.au/topics/energy-and-environment](http://www.sa.gov.au/topics/energy-and-environment).