



### Check For Leaks

Before going to bed, turn off all your taps and read your water meter including the red numbers. Read the meter again first thing next morning. If there is a change in the reading, and no one has used water overnight, you may have a leaky pipe, toilet or tap. You may need to contact a plumber to locate and repair any leaks.



### Saving Water Inside Your Home

- Install water efficient showerheads and take shorter showers
- Only use your dishwasher and washing machine with a full load
- Install a dual flush toilet
- When buying new appliances, choose at least 4-star rated models
- Turn off the tap when shaving or brushing your teeth
- Capture your shower warm up water to use on the garden
- Install flow control aerators to your taps to reduce water flow



### Saving Water Outside Your Home

- Use a tap timer when watering with a sprinkler to avoid overwatering
- Check your sprinklers to ensure they are watering your lawn/garden, not spraying onto your driveway, or the road
- Put mulch on your garden beds. This can reduce water loss through evaporation by 70%
- Use a bucket of water for washing the car and only rinse off using the hose with a trigger nozzle fitted
- Use a broom, not a hose, to clean driveways and paths

For further information please contact us

# 03 5051 3400

# General Information For Our Urban Customers

24 HOUR EMERGENCY SERVICE FOR URBAN AND IRRIGATION WATER, SEWERAGE, TRADE WASTE AND FARM DRAINAGE

## 1800 808 830

[f/lowermurraywater](https://www.facebook.com/lowermurraywater)

[@lowmurwater](https://twitter.com/lowmurwater)

[in/company/lowermurraywater](https://www.linkedin.com/company/lowermurraywater)

[www.lmw.vic.gov.au](http://www.lmw.vic.gov.au)

**Mildura (Head Office)**

T 03 5051 3400  
741-759 Fourteenth Street  
Mildura Victoria 3500  
PO Box 1438  
Mildura Victoria 3502

**Swan Hill (Area Office)**

T 03 5036 2150  
73 Beveridge Street  
Swan Hill Victoria 3585  
PO Box 1447  
Swan Hill Victoria 3585

**Kerang (Area Office)**

T 03 5450 3960  
56 Wellington Street  
Kerang Victoria 3579  
PO Box 547  
Kerang Victoria 3579

Email: [admin@lmw.vic.gov.au](mailto:admin@lmw.vic.gov.au)



**LOWER MURRAY WATER**



**LOWER MURRAY WATER**



### How Are My Water Usage Charges Calculated?

Water by measure is calculated using a 3-step volume charge for residential customers and single rate volume charge for non-residential/commercial customers. Please refer to our website for current charges.

Higher consumption during the hotter months of the year may mean residential customers start to fall within a higher step of charging.



### Are You Entitled To A Concession?

Customers holding a Centrelink PCC/HCC Card or a Department of Veteran Affairs PCC/Gold Repatriation Health Card (TPI & War Widow only) may be eligible for a Pension Concession. Concession re-application is only required if your circumstances have altered since the last account was issued.

To claim concession you must be the person responsible for the account, the property must be your principle place of residence and the concession card name and address must match the Lower Murray Water account.

By claiming a concession, you will be authorising us to confirm your eligibility with Centrelink or the Department of Veteran Affairs. This consent will be ongoing and can be revoked by contacting us.

Further information is available by contacting Lower Murray Water or from the Department of Health & Human Services website [www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)



### Are You Renting?

Unless an arrangement exists between you and your landlord, if you are renting a residential property that has a separate water meter you are liable for any 'Water by Measure' charges. To avoid liability for water consumption outside your tenancy, please contact Lower Murray Water within 48 hours of moving in or out of a rented property.



### Are You Moving?

If you move house, to ensure we have your correct address details please contact Lower Murray Water or click on the 'Customer Centre' tab on our website and enter your details in the Online Request Form.



### Are You Experiencing Service Difficulties?

If you believe there is a problem in the water or sewer pipes between your house and the Lower Murray Water main, please contact us and we will advise you on maintenance responsibilities and procedures necessary to fix the problem.



### Payment Options

Please refer to your account for the payment options offered by Lower Murray Water. Further information, including online payment, is also available on our website



### Having Difficulties Paying Your Bill?

If you are experiencing difficulties in paying your bill please contact Lower Murray Water as soon as possible to make a payment arrangement.

Accounts remaining unpaid without a payment plan in place may be issued with a Final Notice, which may incur an additional fee.



### Do You Need Help In Contacting Us?

Deaf or speech-impaired customers are able to contact us using the TTY (text telephone) service by calling 133 677 and quoting our phone number 03 5051 3400.

Those requiring interpreter assistance please call:

**13 14 50**



Update your mobile and email details to access more timely and environmentally friendly information.

T 03 5051 3400

# Water Consumption. You're In Control!

## Where did all that water go?

If you take meter readings and monitor your water consumption on a regular basis, in time you will be able to:

- Determine the water used through automatic sprinklers and water using appliances
- Identify a potential leak
- Create more efficient water use practices
- Save water, save money and save the environment

Below is a diagram of a typical meter reading. The black numbers show the reading in kilolitres (kl)\*. The red numbers indicate hundreds, tens and units of litres respectively. In this example the reading is 462 kilolitres.

Start taking your meter reading by recording the black numbers. When next reading the meter, subtract the first reading from the current reading to give your consumption in kilolitres.

Below is a typical meter reading.



Black Figures  
(Kilolitres)

Red Figures  
(Hundreds/Tens/Units)

\*NOTE: 1 kilolitre (kl) = 1,000 litres.