

How to get in touch

Manage your account online

my.southeastwater.com.au

Pay your bill, register a concession, set payment arrangements and update your details so we can contact you if we need to.

Report a leak or check water interruptions

mysupport.southeastwater.com.au/LIVE

Account enquiries

13 18 51 open 8am – 6pm, Mon – Fri

Faults and Emergencies 13 28 12 open 24hrs

TTY users 13 36 77 (ask for 13 18 51)

Follow us on social for updates



Need an interpreter?

Interpreter service 9209 0130 (all languages)

خدمة الترجمة الشفهية: 9209 0130.

စကားပြန် ဝန်ဆောင်မှု 9209 0130.

口譯服務 9209 0130°

خدمات ترجمانی 9209 0130.

សេវាអ្នកបកប្រែភាសា 9209 0130។

口译服务电话 9209 0130。

Dịch vụ thông dịch 9209 0130.



Recycled water in your home

How to use it around your home
and your annual plumbing check



Your home is connected to recycled water.

It's time to carry out your annual recycled water check. This handy guide will help you with the check as well as provide useful ways you can use recycled water around the house.

There are lots of reasons to use recycled water:

- Saves money on your water bill.
- Saves water in your laundry, garden and toilets and helps protect our precious water supply. If your laundry isn't connected to recycled water, talk to your plumber to see how you can have it connected.
- It's safe, high quality and always in supply.
- Recycled water is exempt from Permanent Water Use Rules, so you can have a green garden all year round.

Recycled water is great for:



Washing clothes



Cleaning outside areas/furniture



Flushing toilets



Washing cars (on the lawn only)



Watering lawns, plants and vegetables

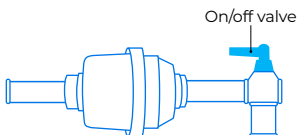


Filling your pet's water bowl (except pigs)

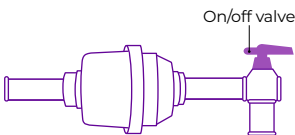
Check your recycled water plumbing

You need to check your recycled water connection every year to make sure there's no cross connection with your drinking water. This is important to do especially if you've had plumbing, landscaping or renovation works done on your property. You can check this with a few easy steps:

Drinking water meter



Recycled water meter



How to check your recycled water plumbing

1. Turn off the valve on your drinking water meter. Leave the purple recycled water meter on.
2. Turn on all sink, bath and shower taps (hot and cold) one-by-one. All taps should run dry after a short time.
3. After the taps have run dry, flush all toilets. They should refill as normal.
4. Turn on all outdoor taps. All outdoor drinking water taps (if you have them) should run dry, while the purple recycled water taps should continue to run. If this doesn't happen it could mean there's a cross connection, which is where the two water supplies are connected to the wrong outlets.

If you think you might have a cross connection, please get in touch with us as soon as possible. You can call our Recycled Water Officer on **9552 3219**.