Water and sewerage

Our job is to provide safe and reliable water and sewerage services to the Gold Coast, in cooperation with South East Queensland Water (Seqwater) to protect our community’s health and lifestyle and help build future prosperity and opportunities.

Help and advice

- Pay your water and sewerage notice, check account balances, set up a payment plan, register to receive water notices by email, notify of a change of address all online
- Reading your water notice and your water meter
- Report a water leak on public land
- What to do about a sewage blockage and overflow
- Connecting to our water and sewerage network

Water and sewerage interruptions

- For information on water and sewerage interruptions near you visit our Media Centre.
- Find information on water and sewerage projects which are either in progress or planned for the Gold Coast region
- Search and view maintenance and construction projects in your area.

Residential

- Find out how to check for concealed water leaks
- Our Water and sewage leakage relief policy can help with higher water bills caused by a concealed leak (conditions apply)
- State Government pensioner water subsidy - find out if you’re eligible
- Illegal stormwater connections
- Rainwater tanks and water saving tips
- Water pressure

Business and development

- Water network modifications, extension and connections
- Building or planning works involving plumbing and drainage
- City sewer infrastructure location searches, house drainage plans
- Trade waste
- Recycled water
- Recycled water
- Standpipes and filling stations
- Water and sewerage tariff reform

Sustainability programs

- Water quality - our Scientific Services laboratory specialises in microbiological, chemical and physical water quality testing
- Choose Tap - be healthy, environmentally friendly and save money by drinking tap water.
- Home Watersaver and School Watersaver programs
- Smart Approved Water Scheme
- Sustainable water, including water conservation measures
- Water Efficiency Labelling Scheme (WELS)

Connecting with our water and sewerage customers

- Our connecting with you page is a customer focused resource area containing: latest announcements, reports, forums and publications.
- You can also find out what’s going on in your suburb by visiting our Media Centre at any time.

Related information

- Contact us (online, by phone, post, in person)
- Have your say
- Report a problem - Water and sewer

Jump to key information

Key information

<table>
<thead>
<tr>
<th>Brochures, fact sheets &amp; reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadwater Nutrient Investigation report</td>
</tr>
<tr>
<td>Mangroves of the Gold Coast</td>
</tr>
<tr>
<td>Our role in delivering water to the Gold Coast</td>
</tr>
<tr>
<td>Queensland Government.Gazette - Water Reform - brochures and fact sheets</td>
</tr>
<tr>
<td>Sewerage spills</td>
</tr>
<tr>
<td>Total water cycle management fact sheet</td>
</tr>
<tr>
<td>Water and Sewerage Network Services (Netserv) Plan (Part A)</td>
</tr>
<tr>
<td>Water and Sewerage Customer Service Standards and Charter</td>
</tr>
<tr>
<td>Water Supply and Sewerage Infrastructure Plan</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>External links</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seqwater</td>
</tr>
<tr>
<td>Smart Approved WaterMark</td>
</tr>
<tr>
<td>Department of Energy and Water Supply</td>
</tr>
</tbody>
</table>