Water & sewerage

High quality water and sewerage systems are essential to our community’s health and lifestyle. We understand healthy and well supported communities enjoy more opportunities and future prosperity. Our team works in partnership with South East Queensland Water (Seqwater) to provide safe, reliable water and sewerage services to the Gold Coast.

Water and sewerage alerts
No water? Find out if there are any planned or unplanned water outages in your area.

My water bill
Help and advice about your bill, payment plans, Pensioner Water Subsidy and when to expect your next bill.

Water leaks and our relief policy
Find out how to check for leaks and apply for leakage relief if you are eligible to do so.

Our water and sewerage network
Read about our role as the City’s water and sewerage service provider, delivering water to the Gold Coast.

Connecting to our network
Find out how to apply to connect to our water and sewerage infrastructure.

Water quality
Delivering safe, reliable high quality drinking water is our priority. Our city enjoys some of the highest quality water in Australia.

Current projects
View details of current maintenance and improvements projects being conducted around the city.

Recycled water
Learn about our Long Term Recycled Water Release Plan and how it supports sustainable business.

Sewerage and stormwater
Find out how to protect your home from sewage blockage and overflow and check that your sewerage plumbing is compliant.

Trade waste
View the trade waste guidelines for Gold Coast.

Water pressure
Find out what to do if you’re experiencing low water pressure.

Water saving tips
Become a water saver today. With a few simple tips you can save a lot of water and money.
water pressure at your home or business.

Related information

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

Key information

Brochures, fact sheets & reports

Mangroves of the Gold Coast
Our role in delivering water to the Gold Coast
Queensland Government Gazette - Water Reform - brochures and fact sheets
Sewage spills
Water Netzero Plan (Part A)
Water and Sewerage Customer Service Standards and Charter
Water Supply and Sewerage Infrastructure Plan

External links

COVID-19 Fact Sheet - Water Services Association of Australia
World Health Organisation
Seqwater
Smart Approved WaterMark
Department of Energy and Water Supply
Department of Energy and Water Supply SEQ Customer Water and Wastewater Code