

Subject: Important Notice — Check Your Water Bills After Meter Replacement

Dear Resident,

We're writing to let you know about an issue that may be affecting residents in townhouse complexes across South East Queensland following the recent replacement of water meters by Urban Utilities.

Residents in complexes have discovered that the new ultrasonic water meters installed by Urban Utilities are producing **inaccurate readings** in certain situations. In particular, complexes with a **combined fire service with no backflow prevention device** appear to be most affected.



These meters are highly sensitive to pressure fluctuations in the plumbing system and can **record false usage**, even when no water has actually been consumed. This means some residents may be **paying for water they haven't used**.

We believe this is a systemic issue, not a property fault, and that residents should not be charged for inaccurate readings caused by meter design or installation conditions.

If your complex has recently had the master meter replaced and you've noticed unusually high water bills, we encourage you to:

1. Check your past master meter water bills for any sudden increases after the meter change.
2. Talk to your body corporate or strata manager to confirm whether a backflow prevention device is installed on your system.
3. Contact us if you'd like to share information or help us.

Please visit seqwaterbills.au for more information and updates.

Kind regards,
SEQ Water Bill Alliance