

**Question from Ms Joan Pereira:** To ask the Minister for the Environment and Water Resources (a) whether PUB conducts regular checks on water meters of residents' homes to ensure that there is no leakage; and (b) what is the follow-up process when residents suspect that their water meters may be faulty.

**Reply by Mr Masagos Zulkifli:**

Water fixtures and fittings, such as pipes and water taps, undergo natural wear and tear and require periodic repair and maintenance. It is the responsibility of home owners to maintain these fixtures and fittings, to ensure that there is no water leakage within their homes.

2. Water meter readings are taken by SP Services, PUB's billing agent, once every two months. If SP Services detects exceptionally high or low usage, SP Services and PUB will carry out checks and investigations. If the meter is faulty, PUB will replace the meter. If the leak is suspected to involve home water fixtures and fittings, PUB will alert the home owner to look into it.

3. Residents who suspect leaks in their homes can turn off all the taps in the house and check their water meters. If the water meter counter dial is still running, there may be a leak in the home. The resident should then engage a licensed plumber to trace and repair the leak. Residents can also contact SP Services to request for the meter to be checked.

4. By 2023, PUB will install 300,000 smart water meters in new and existing premises through the first phase of its Smart Water Meter Programme. Once rolled out, residents with smart meters will have ready access to their daily water usage data through a mobile application or an online portal, and be promptly alerted to suspected leaks.