



## How to read your water meter

### Finding your water meter

Water and Sewerage Corporation water meter is usually located in a front corner of your property on the boundary line.

### Reading the meter

On the right is a diagram of a domestic water meter.

To read your water meter, lift the protective flap on your meter and read the meter dials from left to right. Water and Sewerage Corporation needs to know the first digits in the white dials to calculate your bill. This tells us how many kilolitres (thousands of litres) of water you have used. Red dials may vary depending on the type of meter.

For example, in the image, there are four white dials. This household has used 1,234 kilolitres of water since the meter was installed.

### Meter Test

Sometimes people with high water accounts believe their meter is faulty. When it is suspected that a meter is stuck or malfunctioning, it may be tested on site, at the customer's premises. The existing meter must first be removed, so that, any water usage on the property will continue to register. A small fee will be applied for the testing service. However, no fee will be assessed if a tested meter is found faulty.

### Maintenance

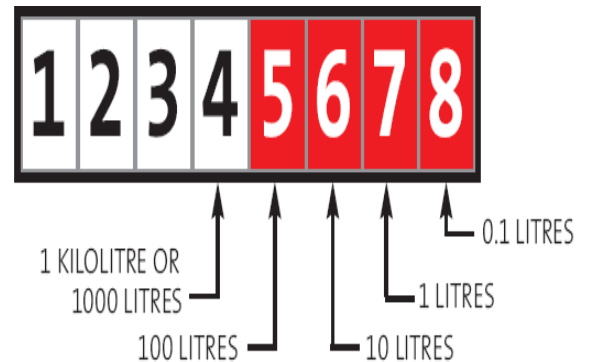
The Corporation has embarked on a meter change program to ensure that customers' meters are updated every ten (10) years. This service is free to all customers. By law, your account can be charged for estimated normal usage when your meter is stuck.

### Access

The owner is required to grant access to the Corporation's personnel to the meter on your property. You are prohibited from blocking access, enclosing, or covering the meter. You are also prohibited from denying access to the Corporation's personnel based on verbal or physical threats. Failure to grant access to the meter is subject to:

- Account estimations
- Fines
- Warnings
- Removal of the Corporation's asset.

The white numbers, on the left, show the reading in kilolitres. These are the numbers used for billing purposes.



The red numbers, on the right, show litres used. This dial will continue to move if you have a leak.