

# Your water meter: what you need to know

METER ACCESS  
IS YOUR  
RESPONSIBILITY

Your water meter measures the amount of water that enters your property so Western Water can calculate your water usage charges. Your meter must be well maintained to ensure it is accurate.

## How your meter works

Your water meter is usually located at the front of your property, close to your garden tap. Water flows through the supply pipe into a measuring chamber inside your meter.

The type of water meter you have and its appearance may vary between properties.

You are responsible for looking after and preventing damage to your meter, and for providing easy access for our staff and contractors to the meter and connections to the water and sewer main.

## Reading your meter

Western Water's contracted meter readers visit your property every four months to record the reading on your meter. This information is then used to calculate usage charges for your water account.

You can view your previous and current meter readings on the back of your water account, along with your water usage in kilolitres (1000 litres) for the current billing period.

## Meter accessibility

We require a minimum clearance of 10cm around your meter, to make it accessible to our reader. You can help maintain access to your meter by:

- Trimming long grass and pruning overgrown plants in the vicinity of your meter
- Avoiding concreting around or building over the top of your meter
- Ensuring that the meter remains above ground level
- Displaying a caution sign if you have a dog and securing the dog from the meter area if possible.

If, for any reason, we are not able to read your meter, we may leave a reply-paid card behind for you to complete. Please read your meter, fill in the details on the card and drop it in the post.

If you cannot make your meter accessible, Western Water can clear the area for you, but we may need to pass on the cost of this work to you.



## YOUR WATER ACCOUNT

Every property owner in Western Water's service area receives a water account every four months. The account will include water service and usage charges.

The water service charge contributes to the management and continued upgrades of our water supply systems.

This includes the storage of water and maintenance of reservoirs, water filtration facilities, pump stations, water mains and pipes.

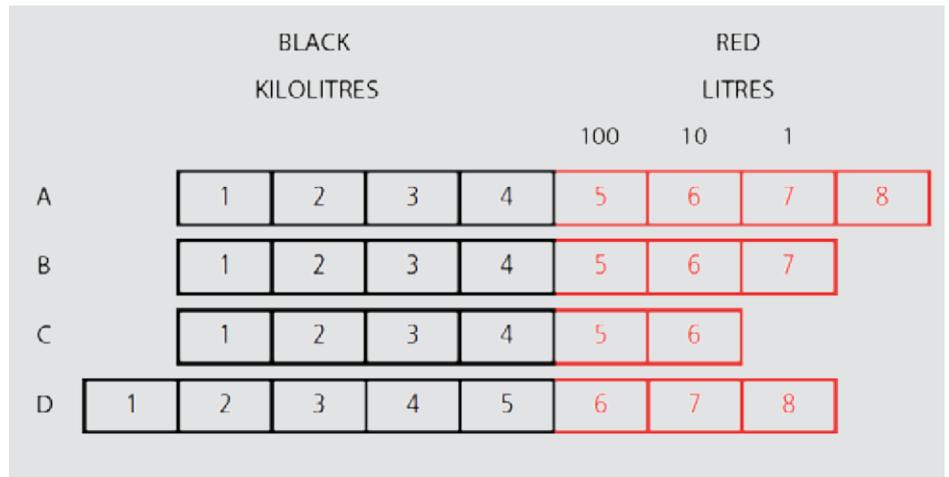
## Reading your meter and testing for leaks.

You may like to read your own meter to see how much water you use, or to confirm that the meter reading on your water account is accurate. You can also read your water meter if you suspect your property has a water leak (Read on to find out how).

The dial on the most common type of meter is divided into two parts – kilolitres and litres. There is a row of up to eight figures on a white background behind glass on your meter. Some numbers are black, while others are red. The black numbers register kilolitres of water. The red numbers show litres.

You can read your meter to test whether there is a water leak on your property.

Record all the numbers on your meter and then ensure that no water is used over a period of time (overnight is a good time to do this test). Then take a second reading. If you have a water leak, the meter reading will have changed. You may have a leaking pipe, tap, toilet cistern, solar hot water service or other appliance or fitting.



In this diagram, four different types of water meters are shown (A, B, C and D). The black numerals on the left hand side are kilolitres and the red numerals on the right hand side are litres.

Western Water only uses kilolitres to calculate your water usage charges. To check if your water account is accurate, compare the black numbers on your meter to those on the back of your account.

1,000 litres = 1 kL (kilolitre)

1,000,000 L = 1 ML (megalitre)

## DID YOU KNOW?

If water usage shown on your bill is unusually high, you may have a leak on your property.

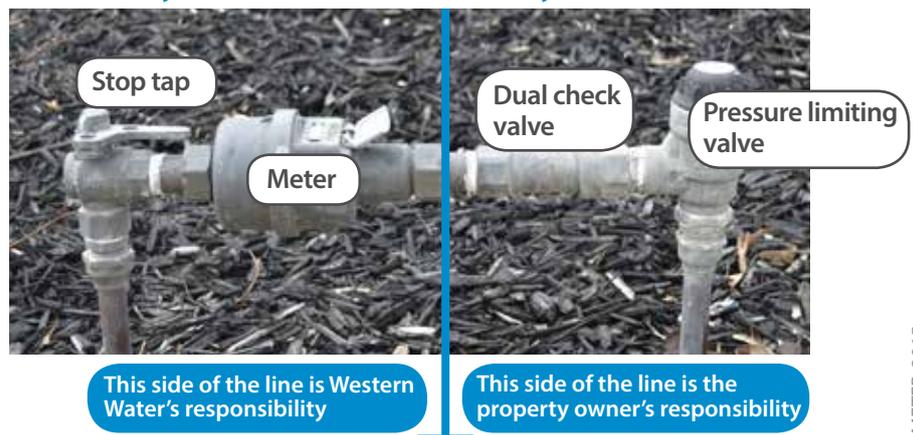
## Meters are regularly tested for accuracy.

From time to time, Western Water will test the meter at your property. We will periodically replace the meter at our expense to ensure that it is accurate.

The accuracy of your meter can be independently tested upon request, for a fee. Prior to applying for a meter test, it is recommended that you conduct a self-test (see above) to rule out the possibility of a water leak.

Your meter will be tested using a method approved by the National Standards Commission. If the test shows your meter to be reading above the set standards, Western Water will replace the meter at our expense and refund or credit any overcharge to you.

## Parts of your meter assembly



The **stop tap**, if turned off, will stop water flowing into pipes on the property. The **meter** measures how much water has flowed from the water main into the property. The **dual check valve** prevents water flowing from pipes on the property back into the Western Water water main. The **pressure limiting valve** ensures the water entering your property is at a pressure that is not too high.