

Reading

Your Water Meter



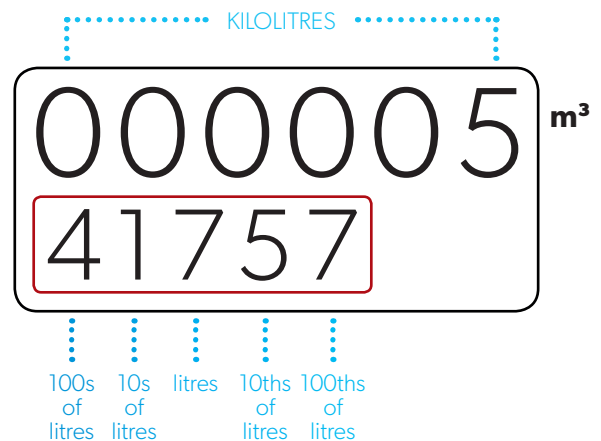
Water meters within the Gunnedah Shire automatically transmit meter readings to Gunnedah Shire Council, however you can still read your meter manually to help you monitor and understand your water usage.

READING YOUR METER

You can usually find your water meter close to the front boundary of your property, near the street. To read your meter, lift the protective cover to view the digital display, where you will find a series of numbers that show the recorded kilolitres and litres used.

The numbers displayed on the top line are the recorded kilolitres. These numbers are the billable units and are the numbers used to calculate your bill. The numbers displayed on the bottom line, typically highlighted by a red border, are the recorded litres. These are the non-billable units and range from hundreds of litres down to hundredths of a litre.

The recorded read of the example provided would be 5 kilolitres. The difference between the current reading and the previous reading (shown on your last water bill) is the amount of water you will pay for.



HOW DO I KNOW IF I HAVE A WATER LEAK?

The meter is fitted with an electronic digital register that will record any water flowing through the meter, even down to very low flow rates. If you suspect you may have a leak, turn off all household taps and water consuming appliances such as washing machines and dishwashers. If the register is detecting water flow when all appliances and taps are turned off, a leak may be present.

To determine the actual leakage rate, record the reading on the bottom line counter. Wait one hour and record a second reading. If there is a difference between the two readings, then the difference is the leakage rates in litres/hr. Checking for leaks on a regular basis and repairing them quickly is simple way to save money and water. By undertaking a regular check this will also detect if you have any hidden/concealed leaks.

METER ACCURACY

If your water meter is recording higher water usage reading than expected, it may be possible you have a leak. Firstly test for leaks. If there is no leak and you think your water meter is faulty, you can contact Council and ask for your meter to be tested. There is a charge for this service, which is refundable if your meter is found to be faulty.

WHO IS RESPONSIBLE FOR A LEAK?

If a leak is detected between the water meter and the road, it is Gunnedah Shire Council's responsibility to repair. The water meter does not detect any usage when the leak is on the Council side of the meter. If a leak is detected on the property side of the meter it is the property owner's responsibility to fix. In the event that you are unsure, please contact Council on 02 6740 2100. We will send staff to inspect and advise if the leak is on the property side.

Should you require further information on reading your water meter or have any other enquiries, Gunnedah Shire Council's Customer Relations Team will be more than happy to assist, please call us on 02 6740 2100. To report a water leak outside business hours, please contact Council's Emergency After Hours on 02 6740 2100.