

# How to read your water meter

## Finding your water meter

Your Power and Water water meter can usually be found in a front corner of your property on the boundary line. Meters should be clear of trees and shrubs to allow meter readers clear access.

## Reading the meter

Lift the protective flap on your meter, and read the meter dials from left to right. Power and Water needs to know the first four digits to calculate your bill. This tells us how many kilolitres (thousands of litres) of water you have used.

1	2	3	4	5	6	7	8
MEGA LITRES	100s of KILO LITRES	10s of KILO LITRES	KILO LITRES	100s of LITRES	10s of LITRES	LITRES	TENTHS OF LITRES
BILLABLE DIALS							

For example, the dials above show that this household has used 1234 kilolitres of water since the meter was installed.

## Accuracy of meters

Sometimes people with high water accounts believe their meter is faulty and ask us to check. There is a charge for the service, which is refundable if the meter is found to be faulty. Faulty meters are quite rare. Water meters are precision instruments which are rigorously inspected and tested before they are installed.

## Maintenance

Power and Water is responsible for supplying and maintaining the metering equipment. Your side of the meter (or if there's no meter, the first stop valve) is your responsibility.

## Access

Your meter should be accessible so we can read it when we need to. If we can't access it, we may ask you to read it on our behalf or we may estimate the usage.

Meters for domestic residences are read every three months, non-domestic customers are read monthly.

**For more information freecall 1800 245 092**