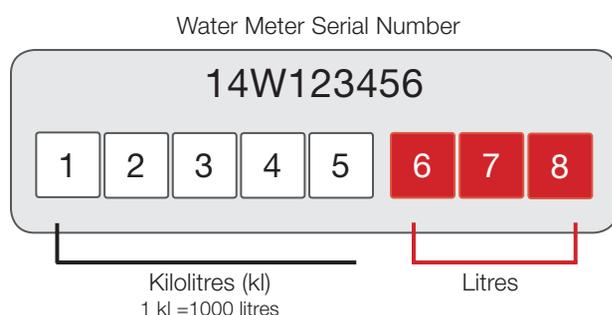


» WATER METER CHECKING PROCEDURE

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The below reading indicates 12,345 kilolitres and 678 litres of water have passed through the water meter since it was connected (some older metres may have four dials for kilolitres and four dials representing fractions of kilolitres). For billing purposes Council will only read the dials representing whole kilolitres.



» Check your water meter reading

Each quarter, Council issues water charge notices which include your meter reading. To check your meter you can compare your current meter's reading with the reading on your notice. Your current meter reading should be proportionally greater than the reading on your notice by the number of days since the notice date.

» Check the water meter serial number

The serial number stamped on the body of the water meter should be the same as the serial number listed on your quarterly water based charges notice.

» Check for water leaks

Turn off all taps at the property.

Record your water meter reading, paying particular attention to the red dials on the right which record litres. Wait for one hour without using any water at the property (all day or overnight would provide a better result).

Record the water meter reading again.

If the second reading is greater than the first reading, this would indicate a water leak, which should be investigated immediately. You may need to contact a plumber for further assistance.

Once water has passed through the water meter into the property it is the owner's responsibility. Property owners will need to pay for water consumption even if it is caused by a leak.

» Check the water meter accuracy

Record the meter reading, paying particular attention to the dials on the right that record litres.

Fill a bucket with 10 litres of water.

Read the water meter again. The meter dial indicating litres should have advanced by one. All other dials should have remained the same. If they have not contact Council to arrange for accurate testing of the water meter.

You will be required to pay a deposit for the testing of the water meter (see Council's website for current fees and charges). If Council finds the water meter is faulty, the testing deposit will be refunded and your water charges will be adjusted. However, if the water meter is found to be accurate, the testing deposit will be retained by Council.

» Need more info? Visit our water website ballinawater.com.au
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