



## How to Read Your Water Meter

The following information has been prepared to help you accurately read your water meter. Your water meter measures the amount of water that enters your property in kilolitres and litres. A kilolitre is equal to one thousand litres.

Reading your water meter is the simplest way to find out how much water you and your family use. It is also a good way to determine whether or not you have a water leak on your property. By learning how to read your water meter you can save water and money.

### Where is my water meter located?

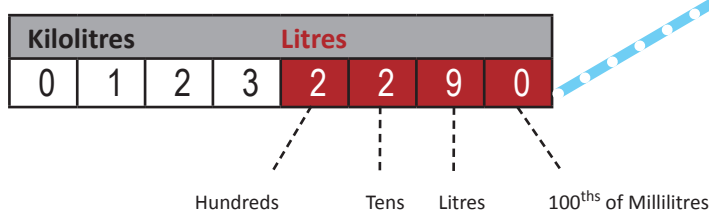
Water meters are generally located close to the front of your property, often just inside the fence. It is also useful to know where your water meter is because a stop tap, which controls the flow of water to your house, is usually located next to it. In an emergency, such as a burst pipe, you can use the stop tap to turn off the water supply to your house.

### Are all water meters the same?

Not all water meters look the same. However, most Cradle Mountain Water customers have residential water meters similar to the model shown. A variation in the meter brand may mean a variation in the colour combination of the kilolitre and litre number display and also in the amount of numbers in the display.

### How do I read my water meter?

Reading your water meter is as easy as locating your water meter, then reading the kilolitre and litre number display which looks similar to the example below. While your meter display may look slightly different, you read it in the same way.

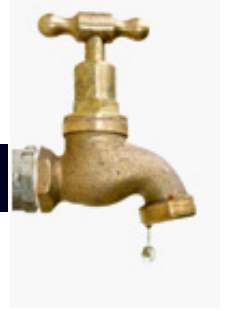


In the diagram above, the numbers on the white background represent kilolitres (one kilolitre is 1000 litres). The numbers on the red background show your water usage in litres. Cradle Mountain Water calculates your water usage bill in kilolitres. The litre numbers are used for test purposes, including testing for water leaks and meter accuracy.

### Example

The meter number display reads 123.2290 which is the total number of kilolitres and litres of water recorded since the meter was installed. Cradle Mountain Water's water usage charge is based on units of one kilolitre therefore, the meter reader ignores the litres (the white digits on the red background), and so this reading would actually be recorded as 123kL.

If by the next time we read your meter you had used 100kL of water, the new reading would be 223.2290 (123.2290 + 100kL). Again, we would disregard the red digits and your official reading would be 223kL. Your bill would be calculated by subtracting the previous reading (123kL) from the current reading (223kL). You would then be billed for 100kL.



### How can I check for a water leak?

Reading your water meter will allow you to check for leaks in your plumbing. A water leak on your property can waste a lot of water, at considerable expense to you. The following simple steps will allow you to find out if there are any leaks on your property:

1. At the end of the day turn off all household and garden taps after you no longer need any water or need to flush the toilet;
2. Record all the numbers in your meter reading;
3. First thing in the morning, before anyone uses water, read the meter again; and
4. Record all the numbers in your meter reading

If there is a difference between the two readings, then you have a leak.

As leaks only tend to get worse, it pays to get a plumber to fix any problem as soon as possible. You should then call Cradle Mountain Water on 13MYWATER (13 6992) to discuss your water usage account.

If the leak is concealed, Cradle Mountain Water may provide you with a rebate up to 50% of the amount over your average bill. To claim the rebate you will need to provide Cradle Mountain Water with written evidence that the leak has been repaired by a licensed plumber. Cradle Mountain Water allows 1 rebate per property for the duration of ownership.

If a Cradle Mountain Water employee identifies a leak on your property they are required to report the leak to the property owner where possible.

### What is a stop tap and where is it located?

The stop controls the flow of water to your property. There should be a stop tap on the street-side of your meter. This stop tap can be turned off to cut water supply to your property when plumbing works need to be completed.

### Meter Access

It is the property owner/occupier's responsibility to ensure safe and easy access is available for Cradle Mountain Water representatives to read or maintain any water meter/meters on a property. This ensures meters can be read efficiently and accurately by our staff.

**For further information and advice please contact Cradle Mountain Water via:**

**13MYWATER (13 6992)**

**[www.cmwater.com.au](http://www.cmwater.com.au)**

**[enquiries@cmwater.com.au](mailto:enquiries@cmwater.com.au)**