



# Factsheet

## About your water meter

Every house has its own individual water meter. In duplexes, group or strata titled properties, there may only be one meter servicing some or all of the dwellings. Your water meter registers all water used at your property and is read by Allconnex Water. The water you use is shown as water consumption on your water (and wastewater) account or summary.

### Locating your water meter

Your water meter is usually located towards the front of your property, near either the left or right boundary, if you are unable to locate your water meter, please contact us.

### Turning off your water

The stop-valve controls the flow of water through your water meter. It is located either in the ground or above ground in front of the water meter. This tap can be turned off to stop the water supply to your property when plumbing work needs to be carried out. If you are unable to locate your stop-valve please contact us. It is essential that you know where your stop valve is in case emergency plumbing work needs to be carried out.

### Don't forget to check for leaks

Locating and fixing leaks will save water and help reduce a property's water bill. To perform a leak check, turn off all taps and water using appliances in and around your property - then check your water meter. If the dials on your water meter are moving there could be a leak. If there is no movement on the dials, there may still be a slow leak. To check this, do not use any water for at least 30 minutes, then take another reading. If the meter reading has changed, there may be a leak. To fix, check all fixtures and fittings or call a licensed plumber.

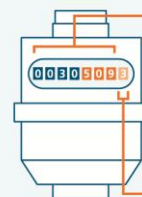
Pipes running from the water meter, as well as those inside the property boundary, are the owner's responsibility.

If you suspect a leak Allconnex Water advises property owners to have a licensed plumber carry out an investigation and repair any leaks on the property.

For more information on how to conserve water, visit [allconnex.com.au](http://allconnex.com.au).

### How to read your water meter

Your water meter is normally located at the front of your property. **Black numbers represent kilolitres and are used for billing.** The red numbers on your water meter represent litres. To calculate your daily water use, please follow the instructions below.



Numbers only meter

- 1 Day one, record all numbers that you see here. Note the time of day.
- 2 Day two, repeat step 1. Conduct this reading at the same time as you did reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Please note, if there are four red digits on the water meter, the last digit (on the far right) is a tenth of a litre. In these instances, do not record the last red digit.

#### or



Numbers and clock meter

- 1 Day one, record all numbers that you see here.  
Secondly, record numbers found here. Record the first three red dial numbers in a clockwise direction, that is, right to left. Note the time of day.  
Both steps should provide you with a number similar to the diagram example 00030509.
- 2 Day two, repeat step one. Conduct this reading at the same time as you did reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

**Day one:** Record numbers from your water meter as per instructions above.

**Day two:** At the same time as day one, record numbers from your water meter as per instructions above.

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Subtract the number found on day one from the number found in day two.

Day two reading \_\_\_\_\_ L - Day one reading \_\_\_\_\_ L =

**This is your household's daily water usage.**

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