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# Media release

## We're reading water meters in Logan

Allconnex Water is out and about reading water meters across Logan this month.

Allconnex CEO Andrew Foley said there were a few things customers could do to help achieve accurate readings.

"If customers can restrain any animals and make sure the meter is clear of grass clippings, trees, plants, rubbish or other obstacles, it helps our meter readers do their job quickly and efficiently," said Mr Foley.

"We read water meters four times a year and we try to read all meters each time. If we can't get a read, we calculate an estimate based on previous water use at the property."

Water use checked during this reading will appear on the Allconnex bill arriving from late February 2012, which will be for the standard quarterly consumption period.

Mr Foley said Allconnex is committed to helping customers who may find it difficult to pay their account.

"If you need more time or want to discuss ways to pay your bill, please call us as soon as possible and we can work with you to agree payment options," he said.

For more information contact Allconnex Water's Customer Contact Centre on 1300 WATER (1300 000 928).

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