

24 May 2011

# Media release

## Allconnex reads all meters in Gold Coast

Allconnex Water will read meters in the central and southern Gold Coast over the two weeks commencing yesterday (23 May).

The suburbs include: Burleigh Heads, Burleigh Waters, Elanora, Mermaid Waters, Miami, Palm Beach, Robina, Varsity Lakes, Bilinga, Broadbeach, Broadbeach Waters, Clear Island Waters, Coolangatta, Currumbin, Currumbin Waters and Tugun.

The majority of Gold Coast meters are located on footpaths and customers are asked to avoid obstructing them during the weeks they are read in their area.

If Allconnex is unable to gain access to a meter on the first visit, the property is visited a second time to read the meter.

If the meter still cannot be read, Allconnex leaves a card at the property advising that access to the meter was not possible and asking the customer to contact us.

If access remains an issue, we contact the customer to pre-arrange access.

It is only after all these processes have been exhausted that we estimate a reading based on historical consumption data at the property.

You can assist water meter readers by:

- Ensuring the water meter is accessible
- Ensuring your dog is restrained or you have notification on your property that a dog resides there
- Ensuring the area around your meter is not covered by grass clippings, rubbish or other obstacles. Spiky plants and bushes should be removed from the meter area.

In cases where an unusually high meter read is obtained, Allconnex advises customers to check for leaks.

Water consumption charges from this reading will appear on your next Allconnex Water account.

If you would like to track your water use, check out our website [allconnex.com.au](http://allconnex.com.au) for details on how to read your meter, or call us for a fact sheet on 1300 000 928.

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