

Fact Sheet: Your water meter

Your water meter measures the amount of water that enters your property, in kilolitres. Western Water calculates your water usage charges by reading the meter every four months. It is important that your meter is well maintained to help us provide you with an accurate water account.

How your meter works

Your water meter is usually located in the ground at the front of your property, close to your front garden tap. Water flows through the supply pipe into a measuring chamber inside your meter. The water flow turns a wheel connected by cogs that register usage via the dials on the face of your meter.

The type of water meter you have and its appearance may vary between properties. However, the brand of meter is not important, as all meters measure the water passing through.

You are responsible for looking after and preventing damage to your meter, and for providing easy access to our staff and contractors to both the meter and connections to the water and sewer main.

Reading your meter

Western Water's contracted meter readers visit your property every four months to record the reading on your meter. This information is then used to calculate your water account.

You can view your previous and current meter readings on the back of your water account, along with your water usage in kilolitres for the current billing period.

Meter accessibility

It is important that your water meter is accessible to our reader. It only takes a few moments to read your meter, however this simple job can be made difficult when access is not provided.

You can help maintain access to your meter by:

- Trimming long grass and pruning overgrown plants in the vicinity of your meter
- Avoiding concreting around or building over the top of your meter
- Ensuring that the meter remains above ground level
- Displaying a caution sign if you have a dog and securing the dog from the meter area if at all possible

If, for any reason, we are not able to read your meter, we may leave a reply-paid card behind for you to complete. Please read your meter, fill in the details on the card and drop it in the post.

If you cannot make your meter accessible, you may seek options to relocate your meter or arrange with Western Water to fit a remote reading device. A fee applies to this service.

How to read your own meter

You may like to read your own meter to see how much water you use, or to confirm that the meter reading on your water account is accurate. You can also read your water meter if you suspect your property has a water leak (see self-test below).

The dial on the most common type of meter is divided into two brackets – kilolitres and litres. There is a row of up to eight or nine figures on a white background behind glass on your meter. Some numbers are black, while others are red. The black numbers register kilolitres of water. The red numbers show your water consumption in litres.

BLACK NUMERALS				RED NUMERALS			
1	2	3	4	5	6	7	8
KILOLITRES				100	10	1	
				Litres			

In the diagram, the four numerals on the left hand side are kilolitres and the four numerals on the right hand side are litres. So, the reading in this diagram is 1,234 kilolitres and 567.8 litres. There are 1,000 litres in one kilolitre.

Western Water only uses kilolitres to calculate your water usage charges. To check if your water account is accurate, compare the black numbers on your meter to those on the back of your account.

To calculate your household's average daily water consumption, record all numbers on your water meter. In 14 days time, at the same time of day, record the number again. Subtract the first reading from the latter and divide this figure by 14, which is the number of days between readings. This figure is your average daily water consumption in litres.

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Testing your meter

From time to time, Western Water will test the meter at your property. We will periodically replace the meter at our expense to ensure that it continues to be accurate.

The accuracy of your meter can be independently tested upon request, for a set fee. Prior to applying for a meter test, it is recommended that you conduct a self-test (see below) to rule out the possibility of a water leak and therefore avoid the expense of an unnecessary meter test.

Your meter will be tested by a method approved by the National Standards Commission. If the test shows your meter to be reading above the set standards, Western Water will replace the meter at our expense and refund or credit any overcharging to you.

Self-test

Knowing how to read your meter and taking regular readings can be a useful way to detect leaks within your property.

Record **all** of the numbers on your meter and then ensure that no water is used over a reasonable period of time (overnight is a good time to do this test). When the time has elapsed, take a second reading. If there is a water leak on your property, the meter reading will have changed, and you may have a leaking pipe, tap, toilet cistern or other appliance or fitting. The difference between the first and second readings will show you how much water has passed through the meter during the period that no water was being used.

By detecting leaks early and arranging a licensed plumber to undertake repairs, you will reduce water wastage and save money.

Your water account

Every property owner in Western Water's service area receives a water account every four months. The account will include both water access and usage charges.

The water access charge contributes to the maintenance and continuing improvement and upgrade of our water supply systems. This includes the storage of water and maintenance of our water assets including reservoirs, water filtration facilities, pump stations, water mains and pipes.

The water usage charge pays for the purchase (where applicable) and treatment of your drinking water supply.

Further information

More information on meter testing and billing is available in Western Water's Customer Charter. For enquiries regarding your water meter or to request a copy of our Customer Charter, please contact Western Water on 1300 650 425 or visit www.westernwater.com.au