

## About your water meter

Every house has its own water meter. In duplexes, group or strata titled properties there may only be one meter servicing some or all dwellings. The meter registers all water used at your property and is shown as water consumption on your account.

### Locating the water meter

The meter is located within an underground meter box for its protection. It is usually outside the front of your property, near the left or right boundary.

**Please exercise caution when removing water meter covers. They can be homes for spiders and snakes. Ensure you wear protective gloves.**

**If you can't find your water meter please contact us.**

### Water leaks on your property are your responsibility

The property owner is responsible for the pipes and fittings connected to the meter tail on the property side of the meter. As the property owner you are responsible

for the cost of all water recorded on the water meter, including water lost as a result of internal leaks or concealed underground leakage. Regularly checking for and fixing leaks will save money and water. To check for leaks follow the instructions overleaf.

### Turning off your water

The stop-valve controls the flow of water through the meter.

Usually, it is located in front of your water meter. Turn the tap off to stop the water supply to your property.

**If you can't find or can't operate the stop-valve please contact us.**

## How to read your water meter

Black numbers represent kilolitres and are used for billing. The red numbers or dials on your water meter represent litres.

To calculate your daily water use record the black numbers and the first three red numbers or dials on the water meter. Note the time of day. On the following day at the same time repeat this process and subtract these numbers from the numbers recorded on the first day. This will give you your daily water usage.

You can then repeat this process on a daily, weekly or monthly basis and divide by the number of days between the readings to keep track of your water consumption.

It is important to take regular readings of your water meter and track your consumption to identify any increase in water consumption which could potentially mean there is a leak at the property. A good habit is to take a reading of your water meter weekly when you take the rubbish to the kerb for collection.

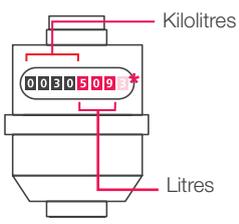
## How to check for leaks

To check for leaks first check for visible leaks from showers, taps etc. Check there is no water slowly running from the toilet cistern into the bowl. Turn off all taps and water appliances in and around your property and then check the water meter. If the dials are moving there could be a leak.

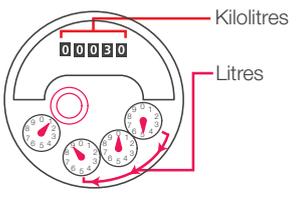
If the dials are not moving, there may still be a slow leak. To check this, make a note of all of the black and red dials. Do not use any water for at least one hour, then take another reading. If it has changed, there may be a slow leak.

A leak on your property may not be obvious and can go unnoticed if you do not regularly keep a record of your water meter readings. If you notice a sudden change in how much water you are using and nothing in your household has changed there may be a leak. Leaks can be behind walls, underground or in appliances and fixtures.

If you suspect a leak, it is recommended you contact a licensed plumber as soon as possible.



**Numbers only meter**



**Numbers and clock meter**

*\* 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 this instance do not record the last red digit.*

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

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

## For further information please contact:

City of Gold Coast

**P** 1300 000 928

**W** [cityofgoldcoast.com.au/water](http://cityofgoldcoast.com.au/water)