

This factsheet provides general information regarding water leak detection and instructions on how to read your water meter.

Hinchinbrook Shire is committed to protecting the environment and reducing water consumption. Knowing how to check for leaks and understanding how to read your water meter can help you reduce water consumption and save money.

Locating Your Water Meter

A water meter measures the amount of water that each property uses. Your water meter will generally be located at your front property boundary. Water meters can be either above ground or in a box below ground level and have a metal or plastic lid. If you live in a unit or apartment block, there may not be an individual water meter for each residence. You may want to investigate the feasibility of installing individual meters.

How to Read Your Water Meter

There are several different water meters in use across the Shire. These water meters appear slightly different from one another, but all can be read the same way. The meter measures how much water is used per property in metric. The following details will help you to read your water meter.

Existing Water Meter (Figure 1).

The black numbers on your water meter represent kilolitres (kL). One kilolitre (kL) equals 1,000 litres (L). This is the unit of measurement our meter readers record as your meter reading. This reading is used to calculate your bill. The white numbers on the red dials represent litres.

New Automatic Meter Reading Device Meters (Figure 2).

The top row of numbers on the new meters represents the number of kilolitres that the meter has registered, the same as the black numbers in the old meters. This is the unit of measurement recorded for billing purposes. The new Smart Meters display the litres in the second row of numbers as shown in red box. An additional fifth number is now provided which indicates hundredths of a litre.

If you require assistance reading your water meter, contact Council's Utility Services Department on 4776 4673.

Using Your Water Meter to Detect Leaks

1. Find your water meter and write down the numbers shown.
2. Turn off all taps tightly and make sure that no-one will be using any water on the premises for the next hour.
3. After one hour, check the water meter reading. If the numbers have increased, there is a leak somewhere on your property. For further investigation, contact a licensed plumber.

Water Leak Relief

If you discover you have an undetected water leak that requires repairing, you may be eligible for a rebate from Council for part of the water consumption charge. For more information on eligibility requirements visit Council's website, Water Leak Relief page, or contact Council's Utility Services Department on 4776 4673.

Figure 1

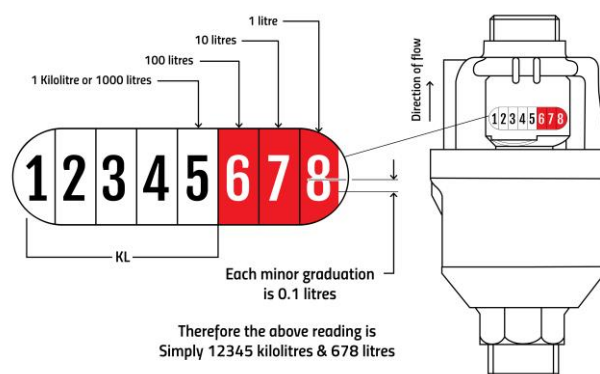


Figure 2

