

Minor Leaks

A loss of about 1 to 5 litres overnight indicates a minor leak.

Potentially Serious Leaks

If you seem to be losing water at the rate of say 6 litres or more overnight, then you could have a serious leak and should talk to your plumber without delay.

Remember—you are paying for that lost water.

Can My Meter Be Tested?

Yes, there is a charge to test a water meter to be paid before testing. Should the meter record an accuracy of greater than $\pm 2\%$ the testing fee is refunded and the account is adjusted accordingly.

Correct Meter?

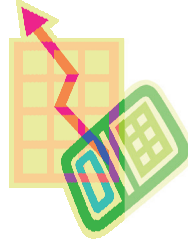
Your meter identification number will be shown on your water account. This sometimes differs from your meter serial number. If you are unsure, record your meter serial number and a simple check with Council's Water Department will verify whether or not you have been charged for the correct meter.

Calculating Monthly Usage

We advise monthly meter readings. All it takes is a couple of minutes each month to read the meter, record it, and watch for any change in use that could signal a leak. The earlier you pick up a leak in your water system, the less it will cost you.

We advise that you:

- Keep a simple monthly check as



What Happens If I Shift?

It is your responsibility to ensure that a final reading of the meter is done on the day you shift. Your solicitor may have already arranged this. A minimum of 48 hours notice is required before a final meter reading may be done. Please check with your solicitor.

Please Help Our Meter Readers

Most of our customers are very considerate and we would like to thank them for their co-operation.

It is each property owner's responsibility to ensure the meter and box is kept visible and accessible at all times. Please keep the following points in mind.

Keep the Meter Clear

- Cut back shrubs and grass around the meter box.
- Don't bury the meter box.



We Like Dogs

- But occasionally they decide they want to have a taste of our meter readers. Please ensure that aggressive dogs are kept under control.



Fences and Gates

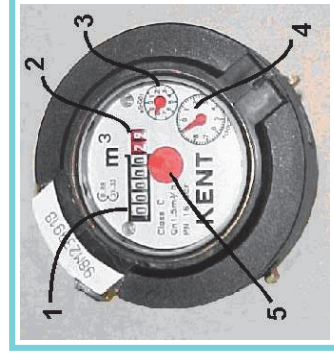
- Meters are usually installed outside the boundary but some may be installed inside the property. In these cases reasonable access is required, usually in the form of an unlocked gate or stile.

REMEMBER

If our meter reader is prevented from reading the meter, the account will have to be estimated, which is not always a fair solution.

WATER METERS

Keeping Your Water Costs Down



A guide to keeping tabs on your water usage and avoiding

General

This self help guide to monitoring your use could save you money!

As your meter is read twice a year, an undetected leak can really add up and you could find yourself faced with an unexpectedly high water bill. It also wastes precious water supply, especially during dry spells.

As the owner, you're responsible for maintaining the water system on your property, so it pays to monitor your system to ensure leaks are picked up early.

Average Water Use

You are likely to use more water in the summer, so a small increase around that time is not of concern. To give you an idea of average household use:

- A two person household usually uses between 10 and 15 cubic metres of water per month.
- A five person household may use as much as 25 to 35 cubic metres of water per month.

Business Use

It is difficult to give an average for water use on farms and other businesses as their water needs vary greatly. But if your business is a high user, we do advise keeping a careful monitor of your monthly consumption, especially where irrigation is involved. Leakage could have major cost implications for you.

Water Charging

The amount paid in your rates reflects the fixed charges of your water scheme, cost of loan, depreciation etc.

Your water usage charges are worked out on a cost per cubic metre of water going through your system and reflect the actual operating costs, ie. Power, pumping and treatment, water used, etc.



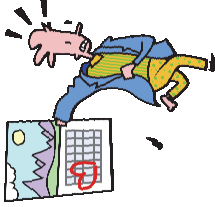
Meter Reading ~ Bill Payments

Meters Are Read Twice Yearly

- 1st Reading November-December
- 2nd Reading May-June —End of Year Reading

Water accounts are due for payment one month following receipt of invoice.

Automatic payments can be setup by our Accounts Department upon request.



How to Read Your Water Meter

Your water meter measures water usage in cubic metres (there are 1000 litres in a cubic metre).

Your meter will show two sets of numbers. The first set of numbers are in black on white and show the number of cubic metres used. These are the only numbers you need to record for keeping your monthly record of water use.

The second set of numbers, are in red, white or black depending on the type of meter you have, and show the litres.



These figures are helpful for picking up changes in water use over a short time, such as for the overnight leakage test we recommend.

If your meter is different from the example and you need help to read it please call our office on 315-3030 during office hours.

Leaks

Who Is Responsible For Leaks

Council's policy is that all water passing through the meter is accounted for. Any water charges resulting from leaks from either the connection on the consumer side of the water meter, or plumbing and pipes on the consumer's side of the meter, shall be paid for by the consumer.

The Overnight Leak Test

We advise everyone on water meters to do this overnight test from time-to-time and without delay if you suspect a leak.

By reading your water meter last thing at night and again first thing in the morning, you can pick up on any leakage, and how much water you're losing.

The Overnight Test

- Step One - Tell everyone in the house you are doing the test.
- Step Two - Read your meter last thing at night, taking down both the black and the red numbers.
- Step Three - Remind everyone in the house not to use water until you read the meter again in the morning.
- Step Four - Read your meter first thing next morning before the household starts using water.

To work out how much water was lost overnight, subtract the morning reading from the night reading. This will tell you how many litres of water were lost overnight.

If the two numbers are different it means you have a leak.

