



Know and understand your meter readings.

To read the water meter, lift the protective flap and record the number on the meter dial or screen from left to right. You don't need to supply the last three digits at the end (right hand side) of your dial.

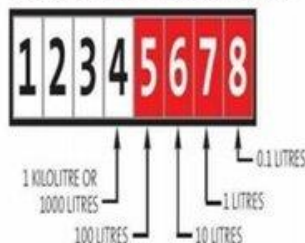
We need a reading of the first four or five digits, starting from the left, to calculate your bill. See the diagrams for your meter type.

This tells us how many kilolitres (thousands of litres) of water you have used since the meter was installed. We determine how much was used in the billing period by subtracting the amount of your previous reading from the current reading.

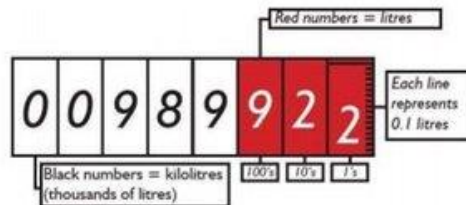
If your water meter readings seem higher than usual, check the current read on the meter. If it is going up constantly, you may have a leak, which can be costly.

Find out more about leak detection or employ the services of a private plumber to investigate for internal leaks.

The white numbers, on the left, show the reading in kilolitres. These are the numbers used for billing purposes.



The red numbers, on the right, show litres used. This dial will continue to move if you have a leak.



The above dial reading indicates that 989,922 litres have passed through your meter.
(989,922 litres = 989.922 kilolitres)