

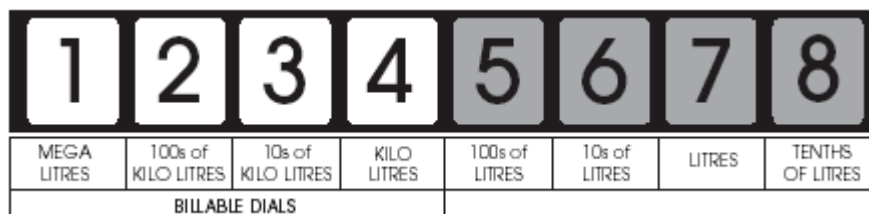
How to read your water meter (domestic)

Finding your water meter

Your Power and Water water meter is usually located in a front corner of your property on the boundary line. Meters should be clear of trees and shrubs to allow meter readers clear access.

Reading the meter

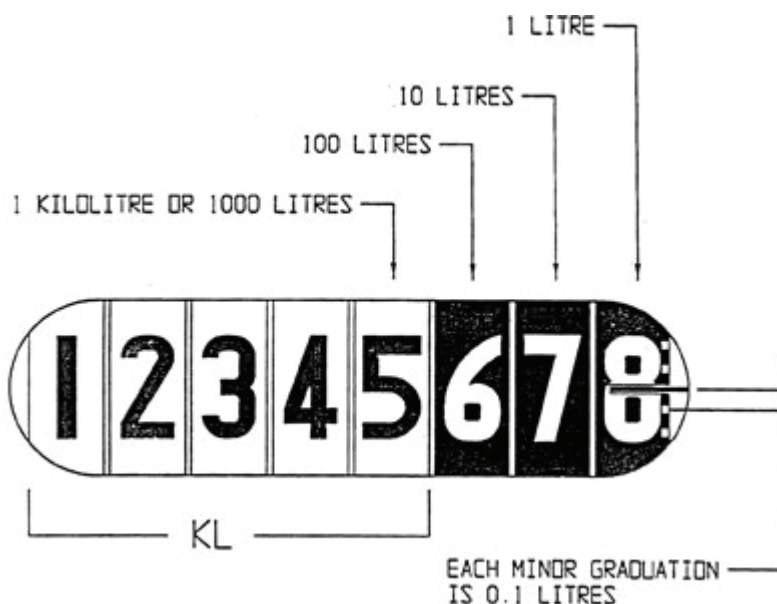
There are different types of water meters. On the right are diagrams of the two main domestic water meters used in the Territory. **If your meter does not look like any of these, please call 1800 245 092 so we can assist you with reading your water meter.**



To read your water meter, lift the protective flap on your meter and read the meter dials from left to right. Power and Water needs to know the first digits in the **white dials** to calculate your bill. This tells us how many kilolitres (thousands of litres) of water you have used. **Red dials** may vary depending on the type of meter.

For example, in the first image on the right, there are four white dials. This household has used 1,234 kilolitres of water since the meter was installed.

In the second image on the right, there are five white dials. This household has used 12,345 kilolitres of water since the meter was installed.



Accuracy of meters

Sometimes people with high water accounts believe their meter is faulty and ask us to check. There is a charge for the service, which is refundable if the meter is found to be faulty. Faulty meters are quite rare. Water meters are precision instruments which are rigorously inspected and tested before they are installed.

Maintenance

Power and Water is responsible for supplying and maintaining the metering equipment. Your side of the meter (or if there's no meter, the first stop valve) is your responsibility.

Access

Your meter should be accessible so we can read it when we need to. If we can't access it, we may ask you to read it on our behalf or we may estimate the usage.

Meters for domestic residences are read every three months, non-domestic customers are read monthly.

For more information call 1800 245 092.