

Meter access

A clear path to your meter

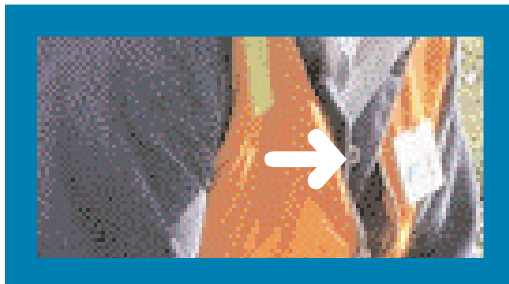
One of the biggest problems faced by our water meter readers is accessing meters. We realise meters are not the most attractive feature in a garden, but often they are obscured by plants, trees, bushes, rocks and even structures built to hide them.

Meter readers need clear access and there are things you can do to make life a little easier for them, simple things like keeping foliage and grass trimmed and the area around the meter clear.

It is your responsibility to make sure the meter is easy to locate. If your meter cannot easily be read we may estimate water usage or ask you to read it on our behalf.

Note:

→ East Gippsland Water Meter readers always carry visible identification.



Water saved - saves money

For environmental reasons it makes good sense not to waste water and because you pay for the water you use it makes sound economic sense too. These simple tips will help you conserve a very precious resource.

- Drips and leaks can waste hundreds of litres of water every day. Check regularly garden taps, household taps and toilet cisterns. Check for invisible leaks by taking a meter reading before going to bed. Make sure you don't use any water during the night and read your meter again in the morning. If your meter has moved on you have a leak or a drip that needs fixing.
- To test your toilet for leaks, add a few drops of food colouring to the cistern. If the water in the toilet bowl soon colours, there is a leak.
- If not already installed, dual-flush toilet cisterns can save thousands of litres each year. Toilets can use around 40% of water in homes.
- Use a plug in your sink, fill it with the amount of water you need and turn the tap off. Don't let the tap run while you wash vegetables or rinse dishes.
- Take shorter showers and install water efficient showerheads. Rinse razors and clean your teeth by filling the basin or a tumbler with a few centimetres of water - don't leave the tap running.
- Use your dishwasher or washing machine only with a full load, or set the washing machine to the appropriate water level.
- In your garden mulch more and water less.
- Consider installing a drip watering system.



For further information:

Ph: (03) 5150 4444
24 Hour Emergency: 1300 134 202
Fax: (03) 5150 4477
E-mail: egw@egwater.vic.gov.au
Visit our website:
www.egwater.vic.gov.au



CS13

Customer service
is our business

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24 Hour Emergency: 1300 134 202



If we can't read the meter

There could be any one of a number of reasons why our staff might be unable to read your meter, including:

- High fences and locked gates
- Dog or dogs in the yard
- Shrubbery or other obstacles

If for any reason it is impracticable to read your meter our meter readers will leave a card asking you to read the meter and to advise East Gippsland Water (5150 4444) of the reading within seven days.

If you are unable to read the meter or do not advise us of the reading within seven days, we will estimate the meter reading.

Replacing meters

Because it is sometimes necessary for meters to be replaced it is in your interests to avoid building over the top of the meter or nearby pipes.

Meters occasionally need to be removed for testing. Please don't concrete around your water meter as this could be expensive for you to have the concrete removed if your meter ever needed testing or replacing.

Vacant blocks

If you own a vacant block of land and it has a water meter on it, please keep the grass around the meter down. This makes it easier for meter readers to find and minimises the risk of damage to the meter when mowing or other activities take place on the block. Most damage to meters occurs because they were hidden in long grass.

Free advisory service

When planning to build a new house, flats or units, East Gippsland Water will help you decide the best place to locate your water meter. This service is free. To arrange it, ask at any East Gippsland Water Office or Depot. We also have available a free brochure containing advice on a range of other building planning issues. The brochure is titled "Planning to build or subdivide".



How to read your meter

Read your water meter for yourself. It is very straightforward and an accurate way to keep a check on water you use on a daily, weekly or monthly basis. It's also an accurate way to find out how much water you use in the warmer summer months compared to other times of the year.

The numbers on the face of a typical water meter are shown below. Numbers from the left (generally coloured black) show the reading in kilolitres (1kl = 1,000 litres). Numbers to the right (generally coloured red) indicate hundreds and tens of litres.



The reading above shows 167 kilolitres. When working out your current water usage, remember to deduct the previous water meter reading as shown on your last water account, from the current reading.

Could my meter be faulty?

Faulty meters nearly always work in favour of customers. If you believe your meter is inaccurate you may ask us to test it but you must pay for the cost of the test. If testing shows your meter did not meet specified standards, we will replace it, refund the cost of the test and any amount shown to have been overcharged.