

Accessing your water meter

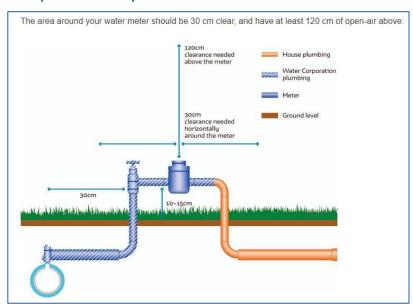
It is important to provide clear access to and around every water meter to allow repair or replacement works. The area around the water meter should be clear of any obstructions such as concrete, dirt, gardens, shrubs, or trees. Clearing around your water meter may also increase your smart water meter's transmission rate.

To ensure safe access for Council Officers, water meters are required to have a 30cm clearance around the water meter and at least 120cm of open-air above. Clearing around your water meter may also increase your water meter's transmission rate.

Access to water meters may be restricted, if the meter is behind a locked gate, or if it is unsafe to enter the property. Hazards that may prevent officers from accessing a water meter include:

- Unrestricted animals
- Overgrown garden
- Meter is buried in concrete or dirt

The below image shows requirements for your meter:



What do I do if my water meter is damaged?

If the water meter shows physical signs of damage, please contact Council and our Water Reticulation staff will inspect the meter, and repair or replace if necessary. Council Officers may advise to engage a licensed plumber for water leaks on private infrastructure, or to rectify any issues concerning private plumbing fixtures.

Why do you need to replace a water meter?

Water meters are replaced due to physical damage, or due to a water meter not registering any water usage.

What happens if Council is unable to access my water meter when it requires replacing?

When we schedule a water meter replacement at your property and are unable to access your meter, a card will be left informing property owners that we attempted replacement and require access to the water meter. Once the meter is accessible, please contact Council and we will reschedule the replacement.

If you have any concerns or questions about your water meter, please contact us on 07 4099 9444 and request to speak to one of our friendly team members.