

Accessing your water meter

Council relies on accurate and timely meter readings to make sure customers are billed correctly.

As our customer, you can help us with this by allowing us access to your water meter so we can record your water usage and replace your water meter when required.

Did you know?

If Council is unable to access a water meter for reading purposes, an estimated figure of water usage is calculated.

Meter reading may be restricted, if the water meter is behind a locked gate or if it is unsafe to enter the property. Hazards that may prevent our meter readers accessing the water meter include:

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

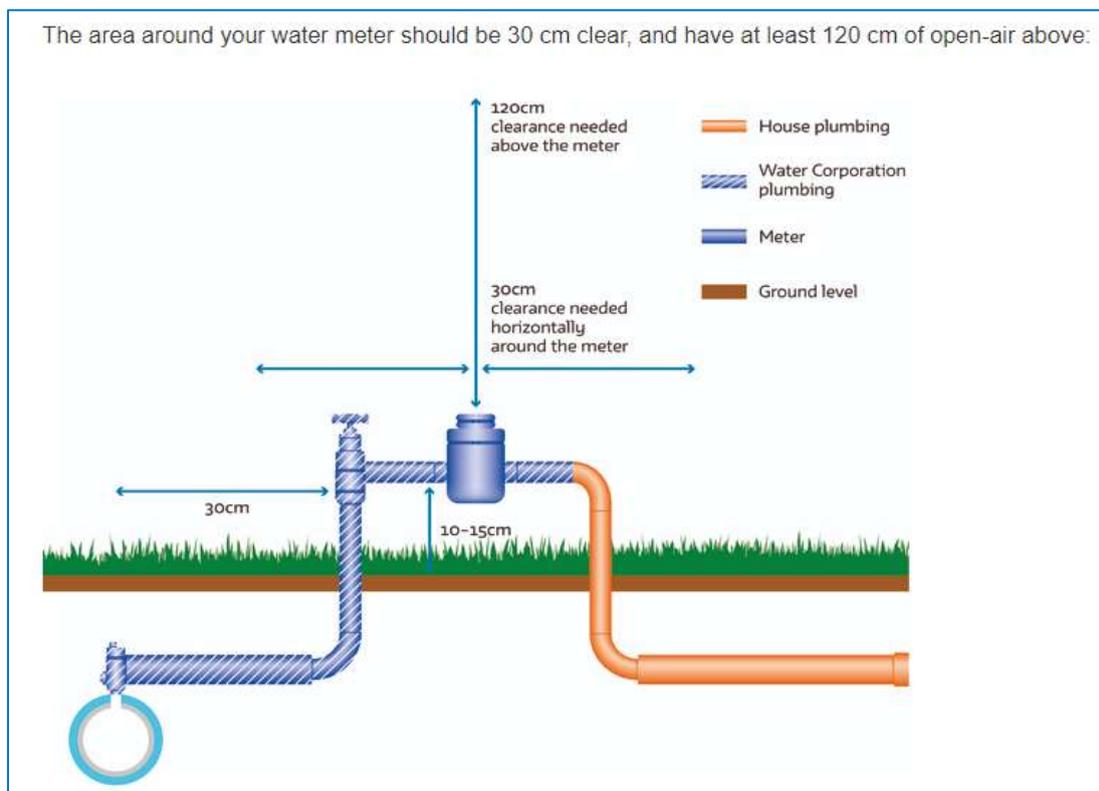
Meter maintenance and replacement

It is important to provide clear access to and around every water meter to allow repair or replacement works. Area around the water meter should be clear of any hazards such as concrete, dirt, gardens, shrubs or trees. To ensure safe access, water meter is required to have a 30 cm clearance around the water meter and at least 120 cm of open-air above.

Photo shown below is an example of a water meter that was buried in concrete and preventing clear access for the replacement of the water meter.



The below image shows requirements for your meter:





Frequently asked questions:

What happens if Council is unable to read a water meter at a property?

If we cannot gain access to your water meter to obtain a meter reading, we may have to estimate your usage.

An estimate is based on the property's previous usage pattern. Once an actual meter reading can be obtained, the next water bill is adjusted to ensure you have been billed correctly.

Why do you need to replace a water meter?

We replace water meters for the following reasons:

- Water meter is not registering water usage
- Water meter is unreadable
- Water meter is damaged
- Water meter is blocked and/or noisy
- Water meter is part of our proactive water meter replacement program for water meters that are nearing the end of their useful life.

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

When we try to undertake a water meter replacement at your property and are unable to access your meter, a letter will be sent to the property owner requesting to make the meter accessible.

Once you have made the meter accessible, please contact Council on 07 4099 9444 (Mon - Fri, 8:30am – 4:00pm) and we will arrange for the meter to be replaced by our water reticulation team.

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. Council will then advise if the property owner is required to engage a Licensed Plumber to rectify any damage.

Why have I received a letter stating the meter reader was unable to access the water meter?

From time to time, we may not be able to access your water meter and are unable to gain a reading of your water usage.

You may receive a 'Water Meter Reading Calling Card' in your letter box when a meter cannot be accessed at your property (see following example of the card).

In order to avoid an estimated read, you will need to contact Council to provide an urgent water meter reading.

Example of Water Meter Reading Calling Card below:

 RT13	Phone:	07 4099 9444
	Fax:	07 4098 2902
	Email:	enquiries@douglas.qld.gov.au
	Web:	www.douglas.qld.gov.au
	Postal:	PO Box 723 Mossman Qld 4873
	Office:	64-66 Front St Mossman

PROPERTY LOCATION DETAILS

Property Address:

OUR METER READER CONTRACTOR CALLED TO TAKE YOUR METER READING TODAY.

DETAILS OF VISIT

Date Visited:

Meter number:

Meter Read:

We were unable to access your water meter due to:
DOG OBSTRUCTED LOCKED

A meter reader will be in your area in the next few days.
Please have safe access to the meter available.

Please keep water meter area clear at all times for easy access.

Today's reading indicates a notable increase in your water consumption compared to your last bill. Please check for possible leaks. If a leak is suspected it is the owner's responsibility to contact a Queensland licenced plumber for immediate repairs.

In accordance with the Water Supply (Safety and Reliability) Act 2008, Douglas Shire Council does have the right to obtain a meter reading, test or inspect a meter, or undertake maintenance and replacement of the water meter.

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 water team who will assist you.