

Importance of Keeping Your Water Meter Accessible

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 by allowing access to your water meter to record your water usage and replace the 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 preventing meter readers accessing the water meter include:

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

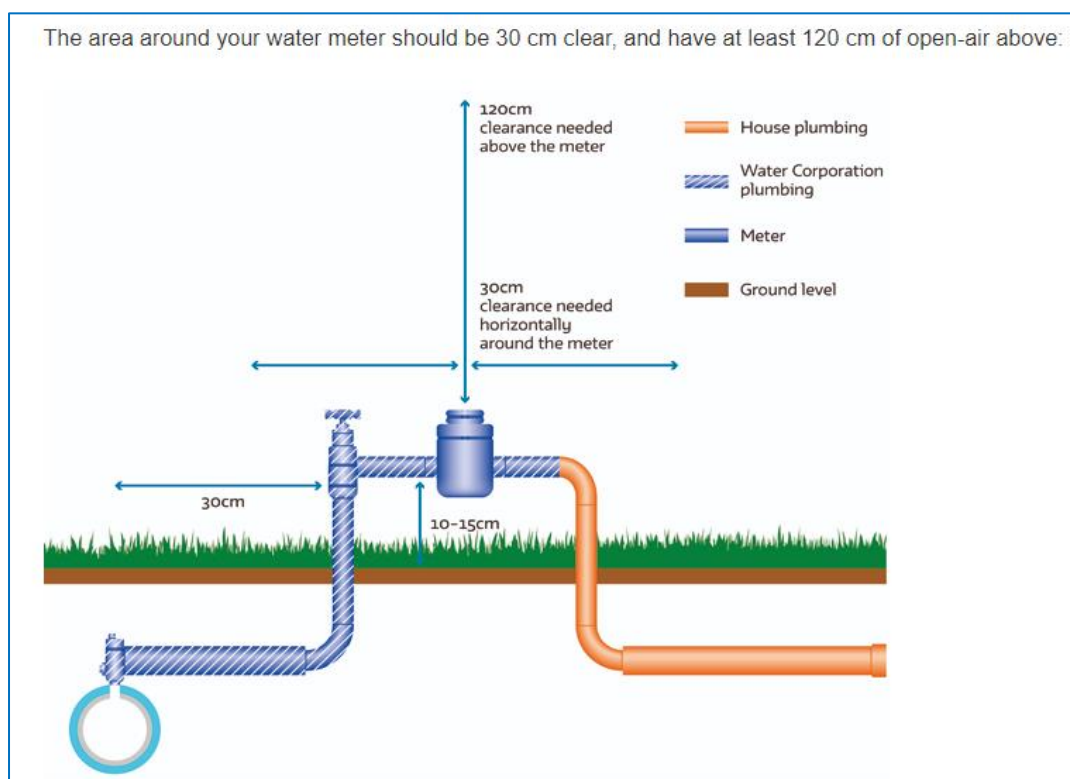
Meter maintenance and replacement

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

The photograph below is an example of a water meter which was buried in concrete and preventing clear access for the replacement.



The below image shows requirements for your meter:





Frequently asked questions:

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

If we cannot gain access to your water meter to obtain a 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 replace water meters?

We replace meters when they are:

- not registering water usage
- unreadable
- damaged
- blocked and/or noisy
- 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 replace a water meter and cannot gain access, a letter is sent to the property owner requesting the meter be made 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 a replacement by our water reticulation team.

What do I do if my water meter is damaged?

If your water meter shows physical signs of damage, please contact Council and our water reticulation staff will inspect the meter. Council will then advise if you are 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 get a reading.

You may receive a 'Water Meter Reading Calling Card' in your letter box when this occurs - see following example of the card.

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.