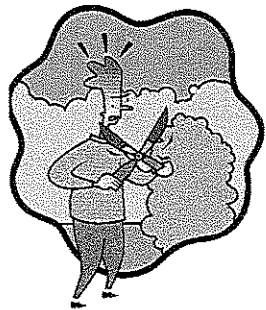


## Please help our meter readers

Most of our customers are very considerate and we would like to thank them for their co-operation.

When problems do occur it is usually because people are not aware of what is required under the Council's bylaws. These bylaws form part of the agreement between us, Hauraki District Council as the supplier of water, and you the consumer. It is each property owners' responsibility to ensure the meter and box is kept visible and accessible at all times. Please keep the following points in mind.

### Keep the meter clear



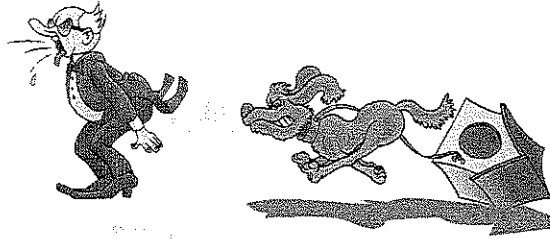
Cut back shrubs and grass around the meter box

Don't bury the meter box



## We Like Dogs

But occasionally they decide they want to have a taste of our meter readers. Please ensure that aggressive dogs are kept under control.



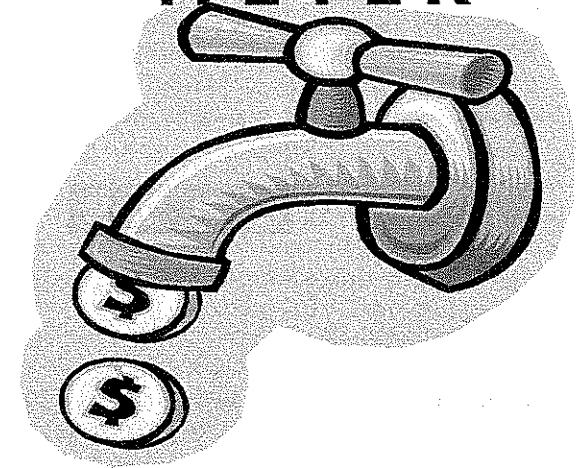
## Fences and Gates

Meters are usually installed outside the boundary but some may be installed inside the property. In these cases reasonable access is required, usually in the form of an unlocked gate or stile.



**Remember** - if our meter reader is prevented from reading the meter, the account will have to be estimated, which is not always a fair solution.

# YOU AND YOUR WATER METER



- ◆ How to read your water meter
- ◆ How to use your water meter to check for leakage
- ◆ What to do if you have a leak
- ◆ How you can help your meter reader

For further information contact:

Customer Services  
Hauraki District Council  
(07) 862 8609  
0800 734 834 (from within the district)



## How to Read Your Water Meter

Most of the water meters used in the Hauraki District are of the digital metric type. The display panel has both black and red figures. The black on white figures represent cubic metres (m<sup>3</sup>) or thousands of litres. For our reading of your consumption we only read these figures.

**3 7 4 6 2 8 5 9**

e.g. in this case 3746m<sup>3</sup>

The figures in red are parts of cubic metres useful to assess the amount of water used over a short period of time, for example if you are checking for leakage overnight.

Some metres have three red digits and some have four. If your meter has four red digits the best thing to do is ignore the last one (in this case the 9). This makes the maths easier.

By doing this the red digits show litres or thousandths of cubic metres.

*e.g. in this case 3746.285m<sup>3</sup>  
or 3, 746,285 litres*

**Note:** All metric water meters show cubic (m<sup>3</sup>) in black on white and parts of cubic metres in red.

If your water meter is of a type that you cannot understand please contact us for assistance.

## Overnight Leakage Test

If you read your water meter last thing at night and then first thing in the morning you can calculate how much water is being lost through leakage. Remember not to use any water during the night.

### Example

Early Morning Reading

7.00am **3 7 4 6 3 1 0 5**

Previous Night Reading

10.00pm **3 7 4 6 2 8 5 9**

Remember - if your meter has a 4th red digit it is best to ignore it as this can lead to confusion.

Subtract the previous night's reading from the morning reading:

$$\begin{array}{r} 3746.310 \\ - 3746.285 \\ \hline 0.025\text{m}^3 \text{ or } 25 \text{ litres} \end{array}$$

This gives the volume of water "lost" overnight. In this case in nine hours.

If you lose more than one (1) litre per hour, you should check for dripping taps, faulty toilet cisterns or other forms of leakage. Any more than ten (10) litres lost per hour is very significant and should definitely be investigated.

Businesses can do the same thing over the weekend if nobody is using the premises.

**Note:** When doing this test you have to check with other occupants as to whether they used any water overnight, for example having a drink of water or flushing the toilet. If they did, try again the next night.

## What to do with leaks?

If you find you have a leak using the overnight leakage test, the leak is within your own plumbing system. This could be from the meter to the house or within the house. It is your responsibility to have this leak repaired. If you need assistance you should contact your plumber.

If you discover a leak on the road side of your meter, or in the meter box, whether it is an emergency or not, please call us.

**Our 24 hour, 7 day service number is:  
(07) 862 8609 or 0800 734 834 (from within the district)**



Hauraki District Council water meters are read approximately every six months by our meter readers and from these readings we produce your account