

November 2008

Residential Water Meters

Water meters measure the volume of water a property uses and is usually located close to the front of the property. Each meter has a unique serial number. The brand and meter size should also be indicated on the meter.

Which pipes are Coliban Water responsible for?

We'll maintain the meter assembly, stop tap and service pipe running from our mains to the meter – provided it's 50mm in diameter or less. The standard size of a residential meter is 20 mm. Meters above 50mm in diameter are the property owner's responsibility.

Which pipes are my responsibility?

You are responsible for maintaining all the plumbing on your side of the meter to your home. If your property's plumbing is not up to standard we can ask you to fix it, and can restrict or disconnect you from the water supply until it is repaired. We are not responsible for illegally connected water or wastewater systems. Access is required at all times. We can also ask you to remove any trees which could obstruct or damage our water or wastewater systems. It is important not to build or construct anything on your property that will:

- Interfere with our water or wastewater systems
- Cover any water supply, wastewater or drainage easements
- Be built over, or next to, our water supply and wastewater systems

How can I check our daily household usage?

You can check exactly how much water your household is using by reading your water meter. To check your daily water consumption, take two readings 24 hours apart and subtract one meter reading from the other. The black digits record the number of kilolitres (1 kilolitre = 1000 litres). The white digits record the total number of litres.



			8	9	4	7	2				8	9	4	7	2	3
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The display on your water meter will be one of the two shown above.

The first reads 89.472 kilolitres or 89,472 litres. The second reads 89.4723 kilolitres or 89,472.3 litres. Essentially these readings are the same however the second type has a greater degree of accuracy.

How can I check for a leak at my property?

To check for leaks, take two meter readings over a period when no water will be used at your property (eg. overnight or a weekend away). If the meter records any change during this period, you may have leaking pipes, taps, toilet cisterns or other water using appliances. If the leak is in the property's service pipes, you will need to arrange a plumber to fix it. In an emergency you can stop the flow of water to your house by turning off the stop tap.

Who can install a water meter?

To install a water meter on a vacant block you will need to apply for water connection via a Coliban Water Quick Connect Agent. A list of Quick Connect Agents is available from Coliban Water on 1300 363 200. You will need to provide the Agent with details about the property and a copy of title. The Agent will forward the completed connection application to Coliban Water on your behalf. Once approved, you will be able to purchase a water meter from the Agent who will also supply a copy of Coliban Water's approval. You will then need to arrange a licensed plumber to install the water meter on your property. Once installed, we will maintain it free of charge unless you damage it.

Coliban Water

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Does the water meter need to be accessible?



This photograph shows a common residential meter.

On the left is the inlet pipe and stop tap. In the centre is the meter. On the right is the outlet pipe.

The arrow you can see on your meter indicates the direction of the flow of water to the property.

Your meter should be clear of any plants or garden objects so that we can access it for regular testing, inspection, replacement, and most importantly, for recording your water usage. If we can't access it we may estimate your water usage instead.

I don't think my meter is taking accurate readings

If you believe that your water meter readings are incorrect we can send it off to be independently tested at your request and expense. If the meter is out by more than 2% we will replace your meter free of charge, refund the cost of the test and refund or credit any over-charged amounts. If the meter reading is too low, Coliban Water may replace it.

It is a good idea to do a simple check of the meter yourself. Fill a standard 9 litre bucket with water and if the meter shows an additional 9 litres then it you can assume the meter is working properly. Make sure when you do this you turn off all taps off on property.

If you think the meter is wrong then write to us requesting a meter test. Indicate in your letter that if the meter is tested and is accurate that you will pay all costs associated with the testing.

What if I have a private extension?

Prior to July 1995 property owners were able to apply for a private mains extension where a water main did not run past their property. Whilst it is Coliban Water's responsibility to maintain the meter and stop tap, the owner has responsibility for the maintenance and operation of a private water main. Private extensions are no longer permitted, so properties not serviced by Coliban Water mains will need to apply for a mains extension.

What do I do with a water meter where the house has been demolished?

Application to disconnect water services must be done via a Quick Connect Agent. Once disconnected by a licensed plumber, all meters should be returned to Coliban Water or otherwise incur a fee.

What can I do about low water pressure?

The first step is to ensure that the stop tap located on your water meter is fully turned on, as it may be that the flow of water is being restricted. It is also a good idea to check for any leaks that can cause a drop in water pressure. Your water pressure or flow rate relates to the size of your water meter. Most residential customers have a water meter with a 20mm diameter, which has a minimum flow rate of 20 litres per minute.

To check the size of your meter, look at the serial number printed near the dials. Each serial number begins with M (metric) followed by a letter A, B, C, or D and so on. A = 20mm and B = 25mm. At this rate, it will take approximately 30 seconds to fill a 10 litre bucket. A 25mm property service pipe has a minimum flow rate of 35 litres per minute.

You can also check the pressure at a neighbouring property to compare. If you believe that your water pressure is low, please contact Coliban Water on 1300 363 200. A Maintenance Officer will measure your flow rate. We will fix any problems found between the water main up to and including your water meter. You are responsible for repairing any problems between the water meter and your house.

There may be times when we are unable to supply you with a minimum flow such as droughts, emergency or planned interruptions. Where practical, Coliban Water will try to advise you in advance.

For further information

Contact Coliban Water on 1300 363 200.

Disclaimer

Information contained in this document was correct at the time of printing (November 2008). Coliban Water reserves the right to alter information, as deemed necessary.

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