

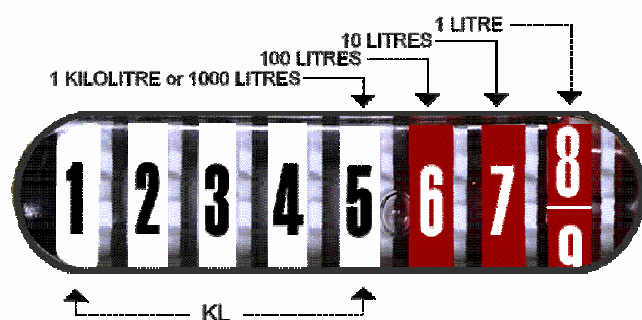
Residential Water Meters

About Your Water Meter

A water meter registers the amount of water through the connection to your property via an eight digit display. A ball valve is attached at the head of the meter to turn off the water supply to your home for repairs of leaking taps or pipes. The meter also contains a dual check valve designed to protect the water supply by preventing backflow of water into the reticulation system. Only Rockhampton Regional Council's Fitzroy River Water employees are permitted to maintain and change water meters.

Water meter reads

Water meters are read on a quarterly basis. Residents are encouraged to assist in making this process as efficient as possible by keeping their meter box clear and accessible. If bees or other pests have been sighted in your meter box please inform Fitzroy River Water so they can arrange for their removal. In accordance with Local Laws, dogs should be kept within the property boundaries.



Locating your water meter

The water meter will generally be installed either on the footpath adjacent to the adjoining property or inside your property. Your meter will generally be in a black box approximately 500mm x 225mm x 320mm with a green dimpled lid. However, in some areas the meters are above ground.



Above: underground water meter in box



Above: above ground water meter

Meter maintenance

It is your responsibility to ensure that your meter (box) is accessible. The meter must be at ground level. Please do not fill the area around the meter or cover it with garden beds, trees or shrubs or other matter. Please contact Fitzroy River Water if your meter or meter box is damaged or if you notice water leaking around the meter.

Water billing

Fitzroy River Water will be reading your water meter and issuing water notices on a quarterly basis.

Water pricing structure

Residential customers will be charged a quarterly tiered consumption rate. Charging for each quarter will be based on the graduated water usage tiers below;

- 1kL to 75kL (at the cheapest rate),
- 76kL to 150kL (at a medium rate),
- >150kL (at a high rate set to discourage excessive usage).

Non-residential customers will be charged on a single tier consumption charge. See table on last page.

High Consumption

If you believe that the reading on your Water Notice is excessive, you should conduct a leak and consumption test at home to determine if you have an internal leak that may be the cause of the high usage.

How to Conduct a Leak Test

- Turn off all taps on the property
- Take a reading of the water meter (all eight digits)
- Do not use any water for a period of four or five hours
- Take another reading of the water meter after four or five hours

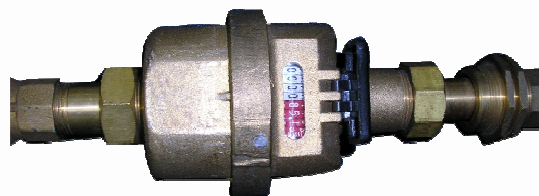
If the meter reading has changed and shows consumption then this would indicate there is a leak within the internal system. An internal leak is the responsibility of the property owner as it occurs within their property boundaries. A plumber should be called to fix an internal leak.

How to Conduct a Consumption Check

- Turn off all taps on the property
- Take a reading of the water meter (all eight digits)
- Fill a container with water of a known capacity (eg. 20 litre bucket)
- Take another reading of the water meter
- Subtract the first reading from the second reading

The difference between the two readings should equal the capacity of the bucket or container that was filled. If the difference is more than it should be then you may have an issue with your meter. In this instance it is important to contact Fitzroy River Water.

Handy tip: Generally on a water meter, a black number represents kilolitres and a red number represents litres. 1 kilolitre = 1000 litres.



Contact Us

For further information or to contact us please use our details below.

Website:	www.frw.com.au
Email:	enquiries@rrc.qld.gov.au
Phone:	4932 9000 or 1300 22 55 77
Fax:	4936 8862 or 1300 22 55 79
Post:	Fitzroy River Water PO Box 1860 Rockhampton QLD 4700