

Learn about your water meter, leaks and consumption tests and find out how to be more waterwise!

WATER METERS

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.



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.

Meter maintenance

Residents are encouraged to assist in making this process as efficient as possible by keeping their meter box clear and accessible. Please do not fill the area around the meter or cover it with garden beds, trees or shrubs or other matter. The meter must be at ground level.

Please contact Fitzroy River Water if your meter or meter box is damaged, if you notice water leaking around the meter or if bees or other pests have been sighted in your meter box. In accordance with Local Laws, dogs should be kept within the property boundaries whilst Council is present.

Water billing

Water meters are read on a quarterly basis. Fitzroy River Water reads your water meter and issues Water Usage Notices on a quarterly basis.





LEAKS & CONSUMPTION TESTS

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.

BEING WATERWISE

Water use can differ depending on where you live, what you do and how water efficient your water appliances are. You can make a difference – be waterwise!

Bathroom

- Turning off the tap while soaping up your hands can save over 3 buckets of water a day.
- Showering for one minute less will save a bucket of water.
- Take a shower instead of a bath to save over 9 buckets of water, as well as money on your energy bill.
- While waiting for the water to heat, collect it and use it on your garden.

Kitchen

- Scrape dishes, don't rinse, and save over one bucket of water a day.
- Run only a full dishwasher and save nearly 2 buckets of water for one less load.
- Wash your vegetables and rinse dishes in a plugged sink or basin – not under a running tap.
- While waiting for water to heat, collect it in a bottle and put it in the fridge.

Laundry and toilet

- Run a washing machine only with a full load and save 11 buckets of water with one less load.
- Use the ½ flush to save 1.5 L per flush which is nearly a bucket of water a day.

Outdoor

- Use a broom or rake rather than a hose to clean your driveways and hard surfaces.
- Wash your car or bike on the lawn and water the grass at the same time.

Pools

- Use a pool cover, or a shade cloth over the pool, to reduce evaporation.
- Install a rainwater tank or downpipe diverter to top-up your pool instead of using town water.

Gardening and lawn

- Use mulch to retain water and prevent plants from drying out.
- Ideally water between 5am and 10am.
- Use other sources of water such as a rainwater tank or your laundry greywater.

**USE WATER EFFICIENT APPLIANCES | PLAN THEN PLANT A WATERWISE GARDEN
| LOOK FOR LEAKS REGULARLY | MAKE EVERY DROP COUNT |**