

Fact Sheet

Water meters and water leaks



What is a water meter?

A water meter is a device that measures the amount of water provided to a property. Most properties have their own water meter, although some duplexes, units or townhouses may share a water meter. There are several different types of water meters used throughout the City of Logan.

Your water meter is usually located on the nature strip outside the front of your property, typically housed near the left or right boundary in a ground level box with a blue or black plastic lid.

Council reads your meter approximately four times a year. The amount of water passed through your water meter is reflected as water consumption on the Water and Wastewater Account Information sheet included as part of your Council Rate Notice. Council bills water in kilolitres, where one kilolitre (kL) equals 1000 litres (L).

How to read your water meter

Locate your meter.

Whilst most will be located on the nature strip outside the front of your property, some might not be. If you need advice on the location of your meter, please call us on 3412 3412.

Lift the lid of the meter box.

We recommend you wear gloves and lift the lid cautiously, as water meter boxes can be home to spiders and snakes.

Lift the cap of the water meter itself.

Read the numbers on the display from left to right. If you have trouble reading the numbers, wipe the meter face with a damp cloth.

The black numbers indicate kilolitres (kL) and the red numbers represent litres (L).

Some meters will have several small dials for their red numbers. For these ones, the dials are read from right to left.

As Council bills water in kilolitres, only the black numbers are noted and reflected on your bill.

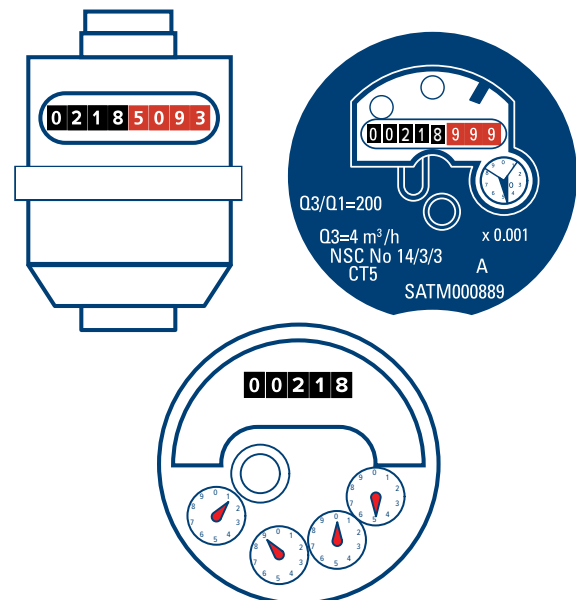
Monitoring your usage

To calculate your household's daily water usage:

1. Record all the digits (or all the digits and dial numbers) showing on your water meter.
2. At the same time the next day repeat step 1.
3. Subtract the first reading from the second reading. The calculation will show your household's daily water usage.

To monitor and compare your daily water usage, we recommend recording fortnightly readings. This can also help identify if you have a leak at your property.

You may notice your water usage is higher on days where you water your garden, top up your pool or use your washing machine.



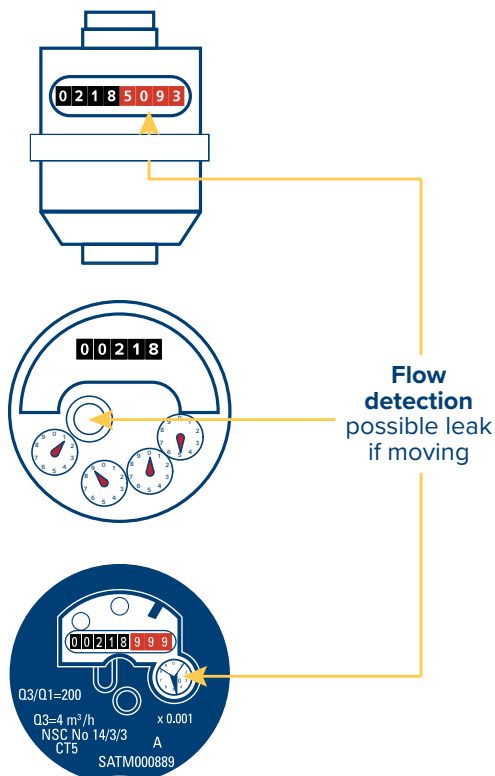
The reading on each of these different meters is 218 kL

How to check if there is a leak

A leak within your property may not be obvious and could go unnoticed if you do not regularly keep a record of your water meter readings. Take these steps to complete a leak test:

1. Turn off all taps and water-using appliances (dishwasher, washing machine, toilet) in the property.
2. Is there any movement in the red digits or dials of your water meter? Movement may indicate a leak.
3. To check – read your meter and record the number, keep your taps and water using appliances off for 4 hours.
4. Read your meter again, record the second reading. If the reading has changed, this may indicate a leak.

If you suspect a leak, contact a registered plumber to investigate further.



For more information about water leaks visit: logan.qld.gov.au/water-leaks

TIP

Until the Plumber arrives at your property, you may consider turning off the stop tap at the meter. This will stop the water supply to your property.

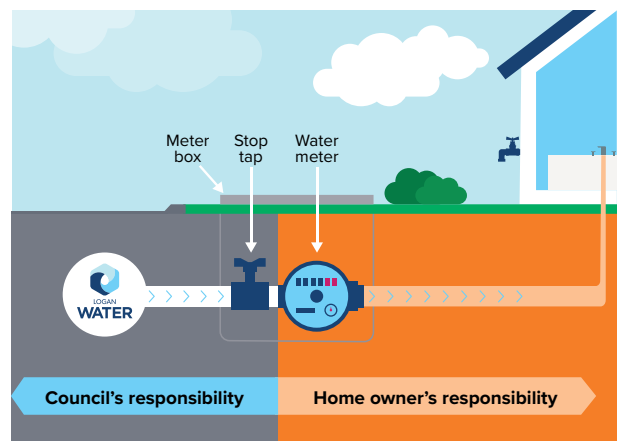
Average Water Consumption

Compare your daily water usage with the average household daily usage:



Accessibility to the water meter box

The property owner is responsible for making sure the water meter and its housing box are clean and clear for access. Keep surrounding plants trimmed and ensure that landscaping such as paving, turf and decking are not covering the water meter.



Who is responsible for water leaks?

As shown in the image above, Council is responsible for leaks occurring from the water meter out towards the road. The property owner is responsible for any leaks from the water meter towards and within the property. This is why we recommend taking regular readings of your water meter. The earlier you detect a leak and fix it, the less impact it will have on your water bills.



logan.qld.gov.au/water-leaks