

## How to check your account



Check the reading against your water account by reading your water meter.

The current meter reading should not be lower than the most recent reading on your water account. If it is, contact Council to investigate.

## How to check for a leak



1. Turn off all taps tightly and make sure no one will be using any water on the property for at least one hour. DO NOT turn off the tap at the water meter.
2. Find your water meter and write down the numbers shown.
3. After one hour (or more), check the water meter reading again. If the reading has changed there may be a leak.
4. If a possible leak is identified, contact a licensed plumber to investigate and repair the problem. Leaks can occur in hard to detect places such as under paths, in walls or near the hot water service.

## How to check the accuracy of your water meter

1. Make sure no one will be using any water while you undertake this test. DO NOT turn off the tap at the water meter.
2. Read your water meter and write down the numbers shown.
3. Run a measured amount of water from a tap on the property using a measuring jug so that you know exactly how much water has been used. Measure at least 5 litres.
4. Check the water meter reading again to make sure it has increased by the same amount of measured water that was run from the tap.
5. For accuracy, repeat this test 3 times. If the water meter has miscalculated the amount of water used, contact Council to check the meter.



## Contact us

For more information contact Council on (02) 6378 2850 or visit Council's website - [www.midwestern.nsw.gov.au](http://www.midwestern.nsw.gov.au)



## Guide to your Water Account

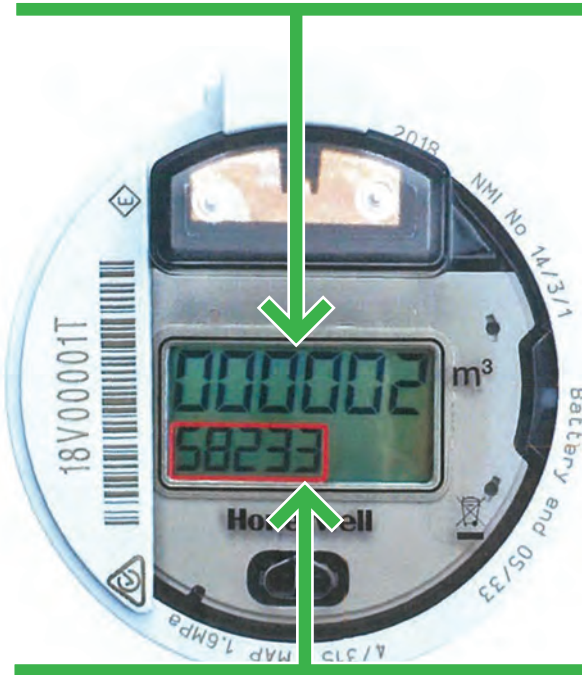
How to check your bill is correct and reduce your water use



# How to read your Smart water meter

Top line displays the total amount of water that has passed through the meter since it was installed in kilo litres.

Reading shown = 2 kilo litres



The bottom 5 digits is the continuation of the reading display which shows the litres up to the centiliters reading

In this sample, the full reading of the meter is 2.58233 kilo litres or 2,582.33 litres.



# Understanding your Smart water meter






The V200HT water meter is designed to transmit the meter reading automatically to your water utility, however it can be read manually from the digital display.

The display repeats on a 60 second cycle the following:

- 52 seconds: Volume Display
- 2 seconds: Flow rate
- 2 seconds: Diagnostics
- 2 seconds: Display ON test
- 2 seconds: Display OFF test

METER DISPLAY	DESCRIPTION
	<b>This is the Volume Display.</b> The <b>top line</b> shows billable units in cubic metres or kilolitres ( <i>reading shown is 2m<sup>3</sup> or 2kl</i> ). The <b>bottom line</b> shows non-billable units in litres. Note: the last 2 digits are 0.01 litre ( <i>reading shown is 582.33 litres</i> ).
	<b>This is the Flow Rate Display.</b> The <b>bottom line</b> shows the flow rate in litres per hour followed by 'F'. ( <i>reading shown is 123 litres per hour</i> ).

METER DISPLAY	DESCRIPTION
	<b>This is the Diagnostic Display.</b> The <b>bottom line</b> shows diagnostic codes (may differ from shown). For utility/factory use only.
	<b>This is the Display ON Test.</b> <b>All LCD segments are illuminated</b> to confirm the display is fully functional. Note the 'E' flag will be displayed during this test. <b>This is not an error.</b> If the 'E' flag displays continuously, the meter battery is near the end of its life.
	<b>This is the Display OFF Test.</b> The screen should be blank.

