

Water Information Guide



Water Meter Accounts

Water/Sewer/Trade Usage accounts are issued quarterly. The approximate reading times, account issuing a payment due dates are shown in the table below

There may be circumstances out of Councils' control which can have an impact on these dates. The user charges for water/sewer/trade waste consumption are adopted each year and are advertised in Council's Draft Management Plan prior to the charges being adopted.

Billing Period	Reading Times (approximate)	Due Date
1st Quarter	September	30th November
2nd Quarter	December	28th February
3rd Quarter	March	31st May
4th Quarter	June	31 August

How to Calculate your Account

To calculate your charge, you will need to calculate your water usage and multiply that use by Council's adopted user charge. All fees and charges are shown on Council's website www.narromine.nsw.gov.au or you can contact Council on 0268899999 and Council's staff will be able to advise what the current charges are.

How to read your water meter

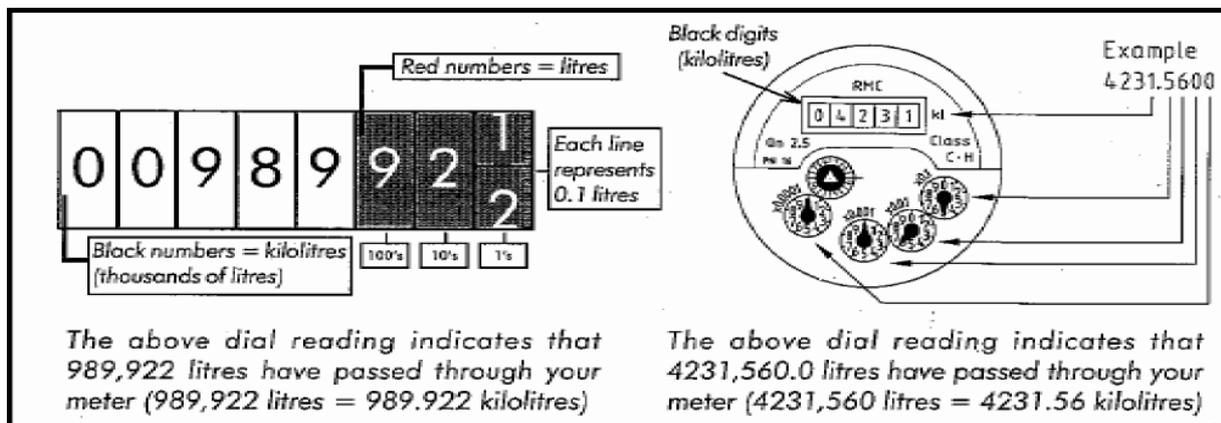


Water Meter

Your water meter is usually located at the front of your property near the side boundary. A water meter records the amount of water passing through the water connection to your property. The meter is divided into kilolitres (thousands of litres) and litres.

Reading Your Water Meter

Pictured below are examples of two typical water meter faces.



To calculate how many kilolitres of water you consume for a billing period, you only need to read the black digits on your water meter (kilolitres). Record the meter reading at the start of a period. Subtract this start reading from the reading you take at the end of a period. This is how many kilolitres you have consumed in this period.

What about the Red Digits or Dials on my Water Meter?

The red digits on your water meter record the number of litres that pass through your water meter. Depending on the type of water meter you have, there could be 2, 3 or 4 red digits or dials. The examples above show you how to read these digits/dials.

Accuracy of Meters

Sometimes people with high water accounts believe their meter is faulty and ask us to check the meter. There is a charge for this service, which is refundable if the meter is found to be faulty. Faulty meters are quite rare. Water meters are precision instruments which are rigorously inspected and tested before they are installed.

Maintenance

Narromine Shire Council is responsible for the supply of water and the maintenance of your meter. Your side of the meter is your responsibility.

Access to Water Meter

Your water meter should be accessible at all times so we can read it when we need to. If we can't access it, we may estimate the usage.

Water Leaks

Check for water leaks by firstly making sure there is no water being used at the property that the water meter services. This should include dripping taps and leaking toilets.

Once satisfied that no water is being used, record the reading on the water meter paying particular attention to the dials on the right hand side of the meter that record the fractions of a kilolitre.

To allow sufficient time to pass to capture very small leaks it would be ideal not to use water at the property for a period of more than one hour (all day or overnight would provide a better result). Whatever time-frame you choose, at the end of that period of time, again record the water meter reading.

The property owner is responsible for all water that passes through their water meter, as a consequence, concealed water leaks can result in significant increases in their water charges.

A property owner can apply, on the appropriate form (available from Council's website www.narromine.nsw.gov.au or Narromine Council chambers) for a reduction in their water usage charges due to a concealed or undetectable water leak.

Only one application per property will be considered.