

Meter replacement program

Goldenfields Water has almost completed a major water meter replacement program of all meters installed before 2004.

Testing has shown some of the replaced meters have failed to record low water flows, meaning more water may have been consumed than recorded.

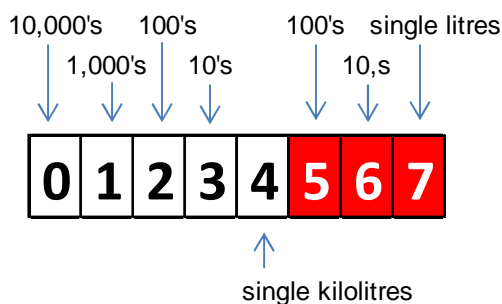
Consequently your water consumption, with a new meter, may appear to have increased. It is also possible that by not recording low water flows, internal water leaks may have gone undetected.

Goldenfields Water maintains its water mains, meter-valves and meters. Any piping after the meter is the responsibility of the property owner.

A stop valve, located between the meter and the main, may have also been replaced. If so, the ball valve can be operated by using a shifting spanner to turn it 90 degrees. If you are having difficulty then please contact our Temora Office.

Lifting the plastic cover on the meter will reveal the engraved meter number and the meter dials. The five white dials with black digits record kilolitres (thousands of litres) and are the readings appearing on your water account. The three red dials with white digits, record hundreds, tens and single litres.

Example:



Goldenfields Water reads meters every three months. Your account provides average daily consumption and a graph showing your last 5 quarter's usage. Comparing meter readings at regular intervals will assist you in understanding when and how water is used at your property.

Checking for possible water leaks

Select a period when you shouldn't be using any water. Overnight is an ideal time as apart from a few toilet flushes, there should be no water usage. As a guide, toilets use between 4 and 20 litres per flush, depending on age and style.

There should be no change in meter readings taken just before you go to bed, to a reading taken first thing in the morning before showers, washing etc recommence.

Step 1

Locate the meter and record all of the digits, noting the time (hours and minutes).

Step 2

Read the meter a second time recording all of the digits, again noting the time.

Step 3

If the readings are the same then there are no leaks. If they are different, and you can't account for the water usage, then you have a water leak.

Using the time between the two readings will determine how bad the leak is.

Customers should use a licensed plumber to carry-out any repairs.

If there are no leaks, reading the meter at the same time the next day will provide your daily usage. If this is higher than your previous accounts, it is suggested that further readings may be needed to confirm your water usage patterns.

Customers can telephone our Temora Office on

6977 3200 Monday to Friday from 9:00 to 4:30pm

Andrew Grant

General Manager