

water meter safety and access



water meter safety and access

During the year, Water Corporation representatives need to access your property to read the water meter. It only takes a few moments to read the meter, but this simple job is sometimes made difficult and unsafe. This booklet explains how you can help our meter readers by keeping the meter accessible.

We realise water meters are not the most attractive feature in a garden but it is important they are accessible.

Some of the reasons our meter readers are not able to read the water meter are because they are hidden by plants, trees, bushes, rocks and even structures such as brick walls that are built over them.

Here are some simple things you can do to help keep the water meter accessible:

- Ensure there is a clear space of at least 30cm around, 20cm below and 120cm above the water meter.
- Clear sand and mulch and prune overgrown bushes.
- If you have a dog, display a sign so our meter reading staff are aware.

From a safety perspective, the water meter can also act as a conductor of electricity, which may result in an electrical shock to our field staff.

To prevent this, our field staff use special electrical clamps that are attached to the meter. However, this equipment cannot be used if there isn't sufficient space around the meter to carry out the necessary maintenance works.

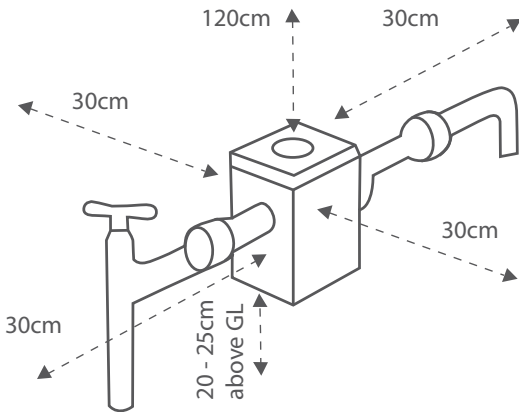


meter reading cards

It is your responsibility to ensure the water meter is accessible and easily located by sight. If our meter reader is unable to access the water meter, he or she will leave a card asking you to read the water meter and to advise us of the reading.

For more information about reading the water meter go to www.watercorporation.com.au

If you are unable to read the water meter or do not advise us of the reading within 14 days, we may estimate the meter reading.



how to contact us

meter reading and accounts:

(8am to 5pm weekdays) 13 13 85

13 36 77 National Relay Service for TTY Users

water quality or service difficulties:

(24 hours) 13 13 75

13 36 77 National Relay Service for TTY Users

Send meter reading cards to:

Water Corporation Locked Bag 2

Osborne Park Delivery Centre WA 6916



You can also visit our website

www.watercorporation.com.au

or email cust_centre@watercorporation.com.au

This information is available in alternative formats on request.

Printed on environmentally friendly paper.

ISBN 1 74043 562 1 April 2010