

Water meters and Rates

Water is one of the most precious resources we have. Waitomo District Council's role is to collect, treat and supply water to you. We need to ensure you have enough water of a consistent quality, flow and pressure to meet your day-to-day requirements.

Water meters will help you better understand your usage and will also encourage water conservation.

Water meters also help us track water loss within the system. This is very important because we know that some of our water pipes underground are very old and have reached end of life. Metering will help us to locate and fix water loss in the system more effectively.

Households located in communities with a water supply network (Te Kuiti, Piopio, Mokau and Benneydale) are charged a uniform rate on the basis of each separately used or inhabited part (SUIP).

Properties identified as receiving an **'Extra Ordinary Supply'** are charged a fixed amount in their rates for their 'ordinary supply' and in addition, will be charged based on the volume of water consumed over and above the allocated annual consumption of 292m³ per SUIP.

Those customers who are metered for water are billed in December and June. However, extremely high users (such as industrial users) are billed monthly.

For more information please read our Water Services Bylaw 2015 which can be viewed on our website.

Water leaks

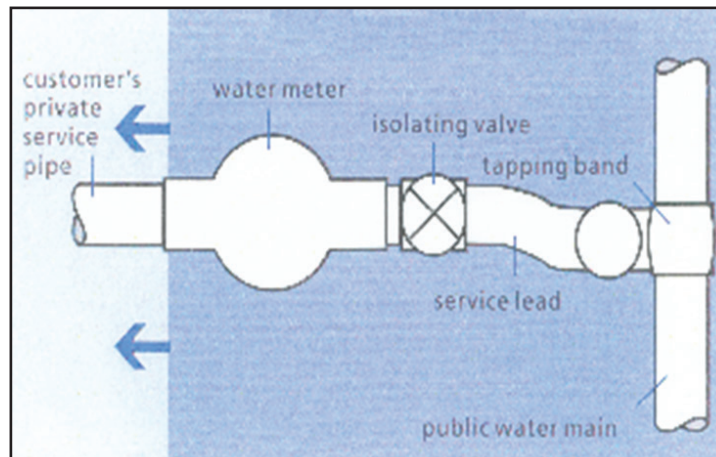
Waitomo District Council is responsible for all of the water pipes that lead up to your water meter. We call this the 'point of supply' (see Figure 1).

Your responsibility starts on your property's side of the water meter, even if the meter is a small distance outside your boundary. If there is a problem with the water pipe on your property's side of the water meter then it is up to you to fix it.

Customer's responsibility

Our water services bylaw 2015 states that the customer shall not intentionally allow water to run to waste from any pipe, tap, or other fitting, nor allow the condition of the plumbing within the property to deteriorate to the point where leakage or wastage occurs.

Figure 1 – Typical Point of Supply for individual customers. Variations may apply for customers on right of ways or for commercial or industrial customers.

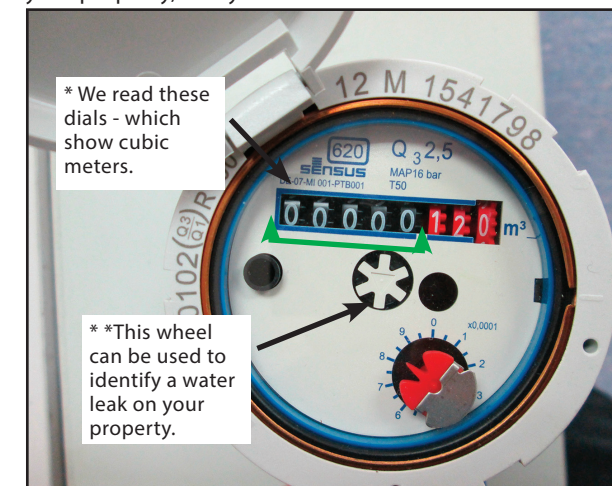


What is a water meter?

How to read your water meter.

The meter tap, or toby, shuts off water to the whole of your property. It's a good idea to know where your meter taps are before an emergency strikes. It is each property owners responsibility to ensure the metre and box are kept visible at all times.

Open the lid, locate the Toby Tap which supplies water to your property, and you should see the meter next to this.



Most meters have a display panel of both black and red dials. The black dials show cubic metres, and ***we only read these black dials** when we take your water meter reading.

Quick Tip 1,000 litres = 1m³ (cubic metre)

If you don't live in the property and only use it as a holiday bach, we recommend that you turn off the water toby when you leave. It may save you money and will ensure any lurking water leaks won't cause damage while you're not there.

Example of a water meter display panel.

0 1 4 7 6 1 2 0

***Only read** these black dials when taking a reading.

- Once the fifth black digit turns over you have used one unit which is 1m³ of water (or 1,000 litres). In the above example this is the '6' in 1476.
- When the fourth digit represented by the '7' in 1476 example turns over is 10m³ of water use.
- When the third digit represented by the '4' in 1476 example turns over is 100m³ of water use; and
- When the second digit represented by the '1' in 1476 example turns over is 1,000m³ of water use.

How to check for a leak.

If your water bill unexpectedly increases but your water usage has not changed, it could mean you have a leak.

** The round wheel located in the centre of your water meter can be used to identify a possible water leak on your property.

Turn off all water using appliances and devices in your house and on your property (ie dishwasher, washing machine, ensure hot water cylinder is full).

Wait for 10 - 15 minutes. If the round wheel continues to rotate, then there could be a water leak on your property and you need to call a plumber straight away to get it repaired. If you are unsure and need to speak with one of our water services staff please give us a call on 0800 932 4357.

Water conservation quick tips.

Reduce Water Flow

Water flow is the rate water comes out of your taps and shower heads. You don't need your shower head to deliver more than nine litres of water a minute, or your taps six litres a minute, yet some use three times that much.

By switching to water-efficient taps and shower heads, or installing water restrictors, you can save significant amounts of water.

Fix leaking taps and toilets

A tap that drips once every second wastes 1,000 litres of water a year, and a leaking toilet cistern can waste as much as 15,000 litres a year. Both are easy to fix by replacing the washer. You can probably do this yourself or if you are unsure consult a registered plumber.

Pools

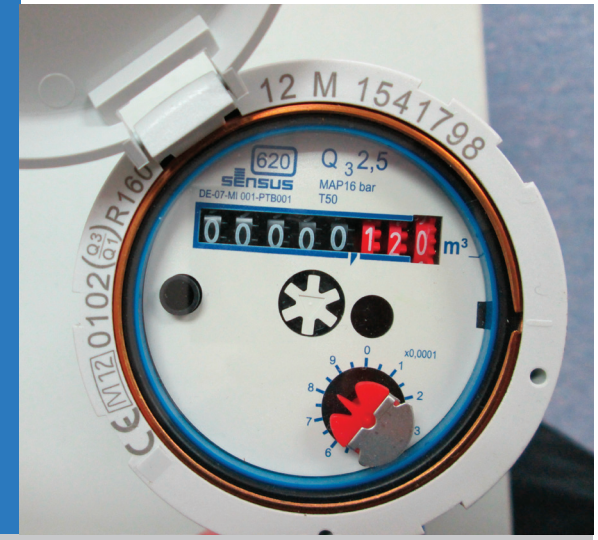
Refilling of swimming and spa pools uses a large volume of water at a time when the river is at its lowest. By treating the water in your swimming pool, you will maximise its use and minimise health risks.

- To avoid water borne health risks it is vital that you add chlorine in the right dose to pool water. Chlorine levels can be easily maintained in the ideal range of 1 to 3 parts per million by using inexpensive testers or pool test kits. These kits will also tell you the acidity (or alkalinity (pH)) of your pool and enable you to keep this around 7.5.
- Chlorinating pool water will keep it cleaner for longer and reduce the need and frequency of refilling, as will a filter system.
- Encouraging swimmers to keep splashing to a minimum and keep as much water inside the pool as possible to reduce the need for top-ups.
- To avoid the cost and effort associated with maintaining a pool at home, consider visiting the Waitomo District Aquatic Centre which is open during the summer season and provides a safe and fun swimming environment.
- Did you know a swimming pool cover can cut evaporation by as much as 90%, reducing the need for top-ups in the dry summer season.
- To check for swimming pool leaks use a pencil to mark the water level at the skimmer. Check the mark 24 hours later to see if the level has gone down.

Creating a better future with vibrant communities and thriving business.

Water Meters

Your guide to reading your water meter, checking for water leaks and conserving water.




Waitomo
District Council

www.waitomo.govt.nz