

How to use your water meter to check for leaks

Your water meter is usually in a chamber with a black plastic lid outside your property. It may be in the footpath or occasionally in the garden. The lid is simply opened by levering up with a screwdriver or similar. Inside the chamber you will usually find a white foam pad which provides a degree of frost protection. This can be removed and replaced when you are finished.



The meter dial will look similar to the one in the picture. Round the outside is the unique meter serial number. In this case it is 03M048534. This serial number is also shown on your bill. The black numbers on a white background are cubic metres. (One cubic metre = 1,000 litres). The white numbers on a red background are tenths and hundredths of a cubic metre. The two smaller dials show litres and tenths of a litre. The meter in the picture is reading 65.7577 cubic metres.

The black disc in the middle of the dial is an extremely sensitive measure of flow. Whenever any water is passing through the meter the black disc will be turning and there will also be movement on the two smaller dials.

To check for a leak.

Turn off all water-using appliances and taps in the house. Make sure that you have not recently flushed a toilet because that will cause the cistern to re-fill which may take a few minutes. The meter should now be stationary with no movement on any dial. If there is no movement on the meter you don't have a leak. If however there is movement and you want help to find the leak please call our Leakage Hotline Freephone 0800 028 4816 and we will arrange to send a technician to investigate.

To check that the meter only feeds your property.

Very occasionally there can be problems where either the internal plumbing or the private underground pipework may not be as we believe. If you believe that may be the case there is a simple test you can do to check.

1. Carry out the leakage check described above. Now turn on a tap in your property and check the meter again. It should be spinning and should stop when you turn the tap off. This shows that the meter is feeding your property. If the meter does not start when a tap is running please contact us on our Leakage Hotline Freephone 0800 028 4816.
2. If you believe your meter could also be feeding another property repeat the above test but ask the neighbouring property to turn on a tap instead. If your meter does not start then the meter feeds your property only. If the meter does start then please contact us on Freephone 0800 028 4816.

Your Bill for Metered Water and Sewerage Services

from: **hartlepool water**

3 Lancaster Road Hartlepool TS24 8LW
Hartlepool Water is a business name of Anglian Water Services Limited (no. 2386656)
VAT Registration No. GB 314 9588 92
Anglian Water Services Limited is an NWC group company registered in England and Wales whose registered office is Anglian House, Ambury Road, Huntingdon, Cambridgeshire PE29 3NZ
Email: enquiries@hartlepoolwater.co.uk

Telephone Helpline
01429 858030
Please quote your Customer Number
MC00186650/012
when you contact us.

A B Jones
4 South Street
Hartlepool
TSAB 4XY1

Meter Serial No. **03M048534**

Cashiers Stamp / & Initials £ _____

Bill Date / Tax Point 06/02/2009

Property Supplied		Property Reference No.		
4 South Street		P00428578		
Consumption Details IN CUBIC METRES (m³)				
Date	Reading	Volume	Nett Cons	
Present Reading	09/01/09 65	39	0	
Previous Reading	03/07/08 26		39	
meter readings have been taken from meter serial no.				
03M048534				
Bill Details		Volume Charges	Fixed Charges	Total Due
Billing Period	03/07/08 - 09/01/09 (190 days)			
Bill No.	9007105177			
WATER SUPPLY CHARGES DUE TO HARTLEPOOL WATER				
Water Volumetric 39 at 89.82p		35.02		35.02

Please don't forget to securely close your meter chamber lid when you are finished.

Hartlepool Water
3 Lancaster Road
Hartlepool TS24 8LW

Tel: 01429 858050 (office hours)
Fax: 01429 858000
Email: enquiries@hartlepoolwater.co.uk
For Emergencies out of office hours: Local Rate 0800 028 1054

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