

Your water meter - "how to guide"

A practical guide on how to find and use your water meter

How to find your water meter

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



How to read your meter for a leakage allowance or to check your bills

Reading your meter is easy. You will have either Type 1 or 2 as shown below. Please remember to include any leading zeros when taking your readings. If you have difficulty reading your water meter, please contact us to assist you.

Meter Type 1



If you have an older style meter, your display should look like this. The black digits with white background indicate cubic metres (one cubic metre = 1000 litres). So using the example shown, your reading on your bill would be 158 cubic metres. If you are taking readings for a leakage allowance then the reading you would enter on the form would be 00158 in the white boxes and 33 in the shaded boxes as shown.

METER READING							
0	0	0	1	5	8	3	3

Meter Type 2



If you have a digital meter your display should look like this. The large number on top indicates cubic metres (one cubic metre = 1000 litres). So using the example shown, your reading on your bill would be 189 cubic metres. If you are taking readings for a leakage allowance then the reading you would enter on the form would be 00189 in the white boxes and 44 in the shaded boxes as shown.

METER READING							
0	0	0	1	8	9	4	4

All our water meters have been approved and tested by the manufacturer to ensure accuracy and reliability. If you think your meter is giving inaccurate readings we will gladly test it for you. If your water meter is found to be inaccurate we will replace and adjust your bill accordingly. Please Note there may be a charge for this service if your meter is shown to be accurate.

How to use your meter to check for leaks in four easy steps

1. Make sure all items that use water are switched off or full (e.g. toilet cistern)
2. Open the meter chamber, remove the white foam pad and any surface water. A sponge usually does the trick
3. Check the meter serial number matches the one shown on your bill
4. If any of the dials are moving you may have a leak please call 01429 858050 to let us assist you in finding the possible leak

- We may require the use of an internal stop tap usually found under the sink to help us determine the location of the leak. If possible can you check this works or have it repaired before we arrive

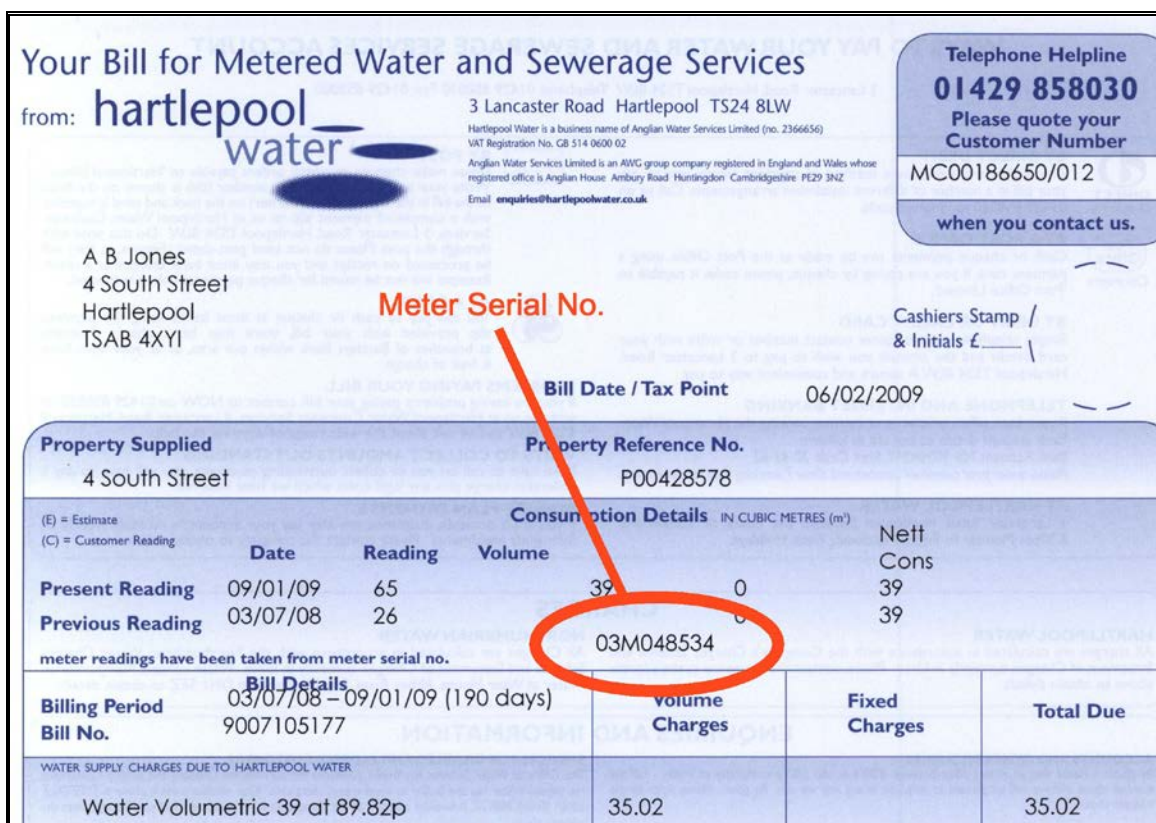
How to check that the meter only feeds your property

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

- 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 01429 858050.
- 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.

How to find your meter serial number

Please look on your latest bill for your serial number as shown, if you can't find your bill please contact us and we will be happy to help



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. 2366656)
 VAT Registration No. GB 514 0600 02
 Anglian Water Services Limited is an AWC 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 4XYI

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 (m ³)					
	Date	Reading	Volume		Nett Cons
Present Reading	09/01/09	65	39	0	39
Previous Reading	03/07/08	26		0	39

meter readings have been taken from meter serial no.

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

love
every
drop.
anglianwater

Hartlepool Water

3 Lancaster Road

Hartlepool TS24 8LW

Tel: 01429 858050

Fax: 01429 858000

Send a text: 01429 450050

enquiries@hartlepoolwater.co.uk