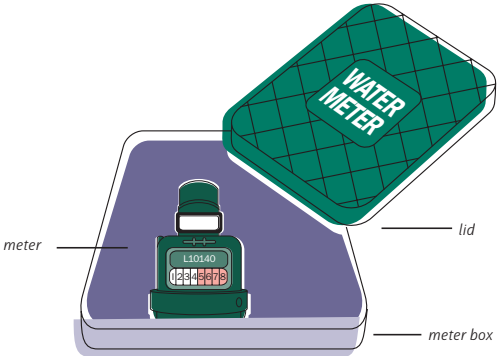
Domestic meter installations

Using and maintaining your water meter (post 1999)

ActewAGL

What does the new meter installation look like?

- the meter is protected by a hard plastic box fitted with a removable lid
- the meter is usually painted green
- the isolation valve is a tap located on the network or up-stream side of the meter.



What does each part do?

- the meter measures the number of litres of water used in your house and garden
- the meter box and lid protect the meter and isolation valve from the weather and from physical damage
- the isolation valve turns the household water supply off during maintenance or in an emergency.

Where is the meter and isolation valve?

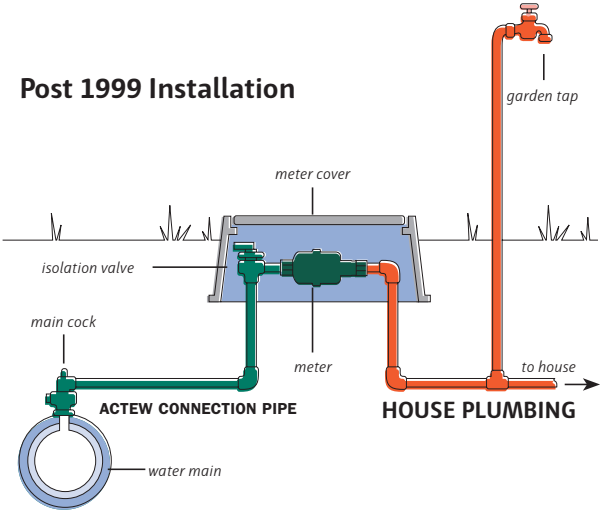
- usually just inside the front boundary
- sometimes under the driveway
- sometimes hidden under trees, shrubs or landscape structures (not permitted)
- sometimes located in the backyard.

Who put them there?

- in most cases, the original land developer installed the connection pipe
- from early 2000 the house plumber installed a new style isolation valve, meter, meter box and protective lid on new building sites
- from early 2000 ActewAGL commenced a program to progressively replace old-style meter installations with the new-style isolation valve, meter, meter box and protective lid.

Who owns them?

- ACTEW Corporation owns the water connection pipe from the main to the isolation valve if the isolation valve is within one metre of the property boundary. However, if the isolation valve is more than one metre inside the property boundary, ACTEW Corporation is only responsible for the connection pipe up to the property boundary
- ACTEW Corporation owns the isolation valve and the meter
- the meter box and lid are gifted to the leaseholder by ACTEW Corporation
- the leaseholder owns all the pipes and fixtures on the house side of the meter.



What goes wrong?

- if damaged, an isolation valve may leak
- tree roots can press against the pipes constricting supply or causing joints to open up and leak
- excessive heat, severe cold or physical damage can burst the sight glass on the meter causing a leak
- the connection nuts on either side of the meter can leak if not correctly fitted
- the meter assembly can be broken by cars or trucks running over the meter or isolation valve
- aging meters may run slowly
- leaking pipes or fixtures on the house side of the meter can lead to high water consumption costs.

Who maintains them?

- ActewAGL maintains the connection pipe from the main to the meter (in most cases)
- ActewAGL maintains the isolation valve and meter
- ActewAGL may replace slow, faulty or old meters from time to time
- the leaseholder is responsible to keep the meter box and protective lid in good condition and to protect the isolation valve and meter from damage
- the leaseholder may have to pay for damage to the meter, isolation valve, meter box or lid
- the leaseholder is permitted to change tap washers without engaging a plumber however the leaseholder must engage a licensed plumber for the maintenance of all pipes and fixtures on the house side of the meter
- the leaseholder must not undertake any work on the connection pipe, isolation valve or meter.
- a licenced plumber may work on the connection pipe, isolation valve or meter if the work is authorised in writing by ActewAGL
- only ActewAGL can connect or disconnect the supply at the water main.

What the householder should do

... to keep water safe

The water supply could become contaminated if pollutants such as chemicals, sewage or pesticides are sucked back into your plumbing system. Although recently installed water meters contain an inbuilt spring loaded valve to reduce the risk of back flow into the network main, it is also important to prevent contaminants from entering the household plumbing.

Plumbing and irrigation systems must comply with back-flow prevention standards. Plumbers are licensed to apply these standards. Always engage a licensed plumber when extending, altering or undertaking maintenance on your plumbing system.

Disconnect hoses from garden spray containers immediately after use.

... to save money

Watch for leaks around the house

A lot of water can be wasted from burst pipes, dripping taps, running cisterns, leaking washing machine hoses or faulty relief valves on hot water units.

Householders can check for leaks. Turn off all basin, bath, shower, kitchen sink, swimming pool and garden taps. Read the meter, wait an hour, then read the meter again. A change in the reading may indicate water is being lost.

Use less water

The leaseholder can avoid excessive costs by reducing the amount of water used by fixtures and equipment. There are many ways to save water around your home, such as:

- irrigate less lawn
- install a timer on your irrigation system
- spend less time in the shower
- buy a water efficient washing machine

- wash your car on the lawn
- install water saving devices.

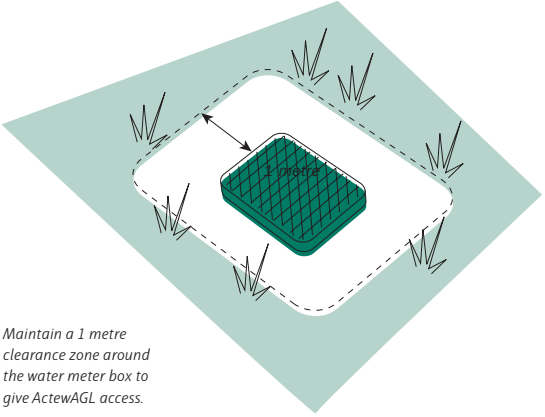
Note: Some activities are not permitted when water restrictions are in force.

Provide access

A spring clean to remove vegetation, spiders, soil and obstructions from the meter box will ensure the meter can be read correctly and the isolation valve can be shut off in emergencies.

It is important that the leaseholder keeps a one metre radius zone clear of obstructions on all sides of the meter box so that maintenance and meter reading can be carried out efficiently. Lawn and flower beds are acceptable, but trees, fences, shrubs, hedges, rockeries, masonry structures, letterboxes, foundations, irrigation pipes, paths, driveways and garden features hinder our access. The leaseholder may have to pay for the removal of obstructions.

When designing your garden, make sure the meter reader can safely access the meter. The leaseholder is responsible for maintaining access to the meterbox.



Maintain a 1 metre clearance zone around the water meter box to give ActewAGL access.

Report faults at the meter

Report faults or leaks around the meter area by phoning ActewAGL on 13 11 93.

ActewAGL will investigate the problem and make repairs to ACTEW Corporation property.

Phone a licensed plumber to repair leaks in your plumbing pipes.

... to increase efficiency

Stop water theft

If you know of people who say they get water free of charge, it is not free. You and other customers are paying for it. Report water theft to ActewAGL's Investigation Officer on 6248 3555. ActewAGL will investigate all claims and your input will be kept confidential.

Any person interfering with the operation of the meter may be prosecuted.

Get the right pipe sizes

Incorrect sizing of plumbing pipes can cause flow problems with showers, taps and garden irrigation systems.

A licensed plumber can advise you on how to make effective use of the water pressure in your suburb.

If you need a cost estimate for a larger connection pipe contact ActewAGL on 6248 3555.

Protect the meter

Protect your meter from damage by keeping the cover in place and keeping the meter zone clear of obstructions.

How to read the meter

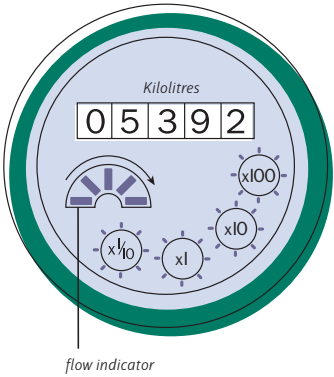
ActewAGL encourages householders to read their meter at regular intervals to monitor water usage.

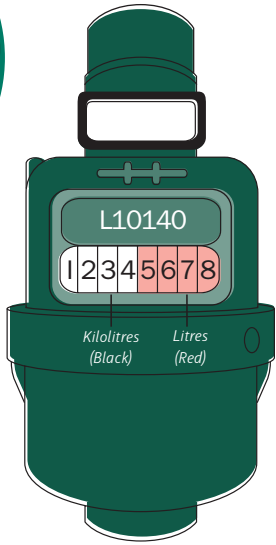
As meters age they often slow down. By reading your meter over time you may be able to spot a change.

When ActewAGL install a new and more accurate meter, we recommend you read the meter each month. This way you will not be surprised by a higher than usual water account.

Meters installed after 2000 have a number of dials for operational purposes.

The row of black numbers show the kilolitres of water used by your home. The row of red numbers on barrel meters show the litres.

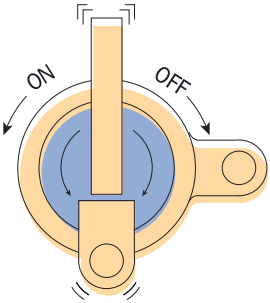




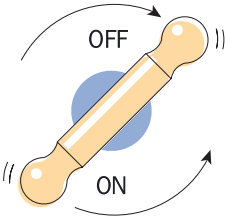
How to turn off the water

From time to time you will need to turn off the isolation valve to repair leaks or change tap washers.

- Rotate the handle clockwise to shut the water OFF (gently, without too much force).
- Rotate the handle anti-clockwise to turn the water ON (open gently, but fully).



Quarter turn tap



Standard spindle tap

Interruption to supply

ActewAGL will give the householder at least two days written notice of any planned maintenance which may interrupt the water supply.

ActewAGL will give at least four days written notice of planned work if you have a dialysis machine.

ActewAGL will tell you when the interruption will start and how long it will last.

When the connection pipe or the meter assembly burst unexpectedly, ActewAGL may need to shut off the water supply while making repairs. ActewAGL regrets the inconvenience caused by these unplanned breakdowns.

Complying with plumbing standards

ACT Planning and Land Authority (ACTPLA) administer the standards required for household plumbing installations and inspect new or modified plumbing works. All plumbing work connected to the ACTEW Corporation water system must be approved by ACTPLA.

Glossary of terms

Leaseholder - owner of the property

Householder - occupants of the property

actewagl.com.au

Technical enquiries

Water, sewerage and stormwater 6248 3555
8.30am to 5.00pm

- network advice
- stand pipes
- water meters
- building requirements

Customer enquiries

13 14 93 – electricity, water, sewerage
13 18 86 – natural gas

Emergencies and faults

13 10 93 – electricity and electric shock reports

13 11 93 – water, sewerage and stormwater

13 19 09 – natural gas

24 hours

Postal address

ActewAGL
GPO Box 366
Canberra City ACT 2601

Language assistance

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Nêu quí vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Se vi serve un interprete, telefonate al seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

13 14 50
24 hours

ActewAGL Distribution ABN 76 670 568 688 a partnership of ACTEW Distribution Limited ABN 83 073 025 224 and Jemena Networks (ACT) Pty Ltd ABN 24 008 552 663. ActewAGL Distribution operates the water and wastewater assets of ACTEW Corporation Ltd ABN 86 069 381 960.
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