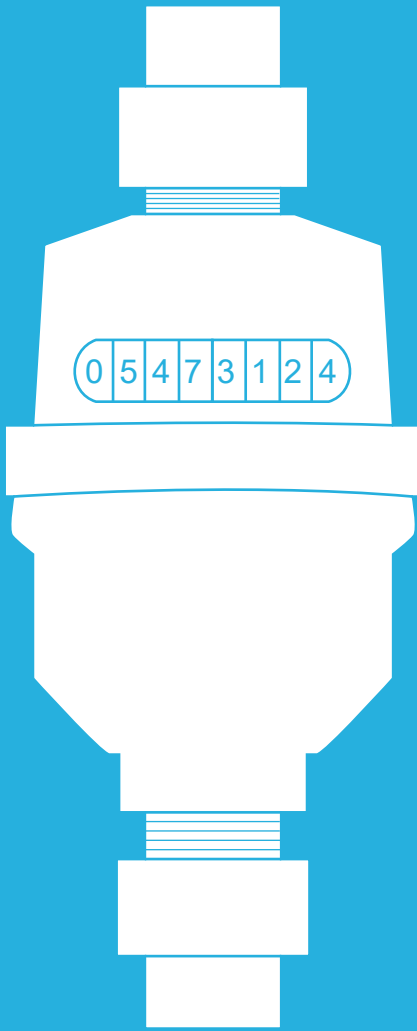




Cassowary Coast
REGIONAL COUNCIL

WATER METER READING

QUESTIONS AND ANSWERS



Q&A

What dates do Council read the water meters?

For the non-smart water meters, Council read the meters twice yearly:

- Mid-May to 30 June; and
- Mid-November to Mid-December.

What are the reasons that Council are unable to access a water meter to take a reading?

Your property is overgrown and the meter couldn't be found;
Landscaping or vegetation was covering the meter;
Barking and/or vicious dog;
The meter was behind a locked gate; and/or
A vehicle was over your meter.

What do you need to do to ensure that the correct reading is obtained?

Keep vegetation and surrounding plants trimmed;
Clear excess sand and mulch;
Ensure that landscaping such as paving, turf and decking are not covering the water meter;
Apply for a water meter relocation if necessary (fees may apply).

What happens when Council can't access the water meter to take a reading?

Council may estimate the water usage charges on your next Rate Notice based on previous usage at your property;
For landlords, this means you may miss the opportunity to pass on the actual cost of water consumption to your tenants;
As Council are estimating the water consumption charges, we are unable to detect a possible leak at your property thereby wasting precious water and money;
Please note that Council require a safe and unobstructed access to your water meter to obtain at least one actual reading within any twelve (12) month period.