



# YOUR NEW Water Meter

**New water meter devices have been installed in about 4500 households across the shire. This process has meant a delay to the billing cycle which means your first bill will include a longer timeframe, and will be higher than usual to cover the longer amount of time. The bill cycle will be adjusted over the next quarter to ensure a return to the quarterly bills.**

**Here are some facts to keep you up-to-date with this change and let you know what to expect from your water bills.**

## WHAT TO EXPECT ON YOUR BILL

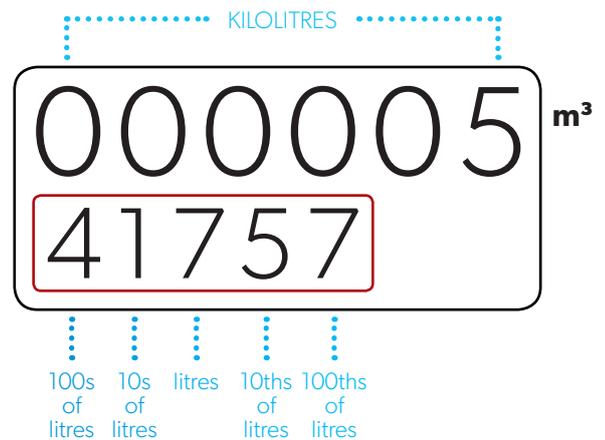
Your bill will cover a longer timeframe than usual, so could be higher than usual. The dry conditions may also mean that your household has used more water.

## WHAT IF I HAVE TROUBLE PAYING MY BILL?

Due to the longer billing period, we're extending the due date. We also understand conditions are extremely tough at the moment and we've got a number of ways we can help including arranging payment plans, assist you in applying for hardship and refer you to agencies that can offer support. We know it can be daunting to ask for help – but please be assured that as always, your request will be treated with confidentiality and respect.

## WHERE IS MY WATER METER AND HOW DO I READ IT?

The water meter is usually found close to the front boundary of your property. The digital display records the kilolitres (top) and litres (bottom) used by each household. The kilolitres shown on the top are used to calculate each bill. For the following bill, householders will pay the difference between the current reading and the previous reading.



## WHY WERE THE METERS INSTALLED?

- The new meters play a critical role in the conservation of water by tracking leaks, illegal water usage and providing timely data on overall water use
- They allow householders to track their own water use and see first-hand the benefits of wise water use
- The system allows Council to better monitor peak demand and plan for water upgrades.

## HOW THE NEW METERS HAVE ALREADY HELPED:

The water meters offer close to real-time monitoring of water use. The data means unusual spikes in use – that may point to a leak - can be identified. Since the meters were installed, Council has already contacted a number of householders and businesses to let them know they may have a costly water leak. This information has saved some water customers hundreds of dollars. The new system can also identify if water is being used illegally and can help to prevent tampering with water meters.

## LET'S GET REAL ABOUT WATER:

Households and Business in our Shire are heavy users of water in comparison to many other regional government areas, but our water costs remain in the lowest 20 per cent of councils. We are lucky to have our ready source of water, and it is critical to use it wisely. We all need to be mindful of conserving this important resource.

## ARE THERE TIPS FOR WISER WATER USE?

There are many ways you can reduce your water use. Check Gunnedah Shire Council's website [www.gunnedah.nsw.gov.au](http://www.gunnedah.nsw.gov.au) or visit [www.smartwatermark.org](http://www.smartwatermark.org). For more information about wiser water use or your new water meter, please contact Gunnedah Shire Council's Customer Relations Team on 02 6740 2100 or [council@infogunnedah.com.au](mailto:council@infogunnedah.com.au).