How to read your meter

If your water meter is positioned outside and you're unsure whether you've located the correct one, please check that the meter serial number, displayed on your bill under the heading 'Meter number', matches the one shown on the meter.

What numbers should I read?

When reading your water meter, you only need to record the black numbers. Depending on the type of meter, it may have four or five black numbers. You should ignore any numbers in red.

The black numbers on the meter denote cubic meters used. The red numbers record tenths and hundredths of a cubic metre. The charge is for every cubic metre, so you only need to note the black numbers.

If you have receive a meter reading card

If the water supplier cannot access your meter and you're not at home when they call, they will leave you a calling card requesting a reading. If you are unable to provide this, your bill will be estimated.

Estimated readings

Estimates are based on the average amount of water you use. If you don't have any previous readings the supplier will make an estimate within the range of five to ten cubic metres per month. The next time your meter is read, your bill will be adjusted accordingly.

If you have received an estimated bill but would prefer an accurate reading, you can submit your meter reading.

Requirement to read your meter
The water supplier is required to take their own meter readings at each property at least once every two years. This helps to ensure there are no leaks and that you are not being overcharged.