

## How to save money when you've located and fixed a leak

If you're on a metered property and have suffered excessive water consumption due to a leak or other similar circumstances you can apply for rates relief on your water bill. You will need to complete the Excess water application form and provide evidence that you've fixed the leak. The Council may remit 100% and 50% of excess water consumption in any two consecutive affected billing periods - with the 100% remission applied to the highest bill period.

Remission application form is located at:  
[tcdc.govt.nz/wateruse](https://tcdc.govt.nz/wateruse)

### PLEASE NOTE

If you receive a high water account or high reading letter the first thing we would suggest is you check the current reading on your meter with the most recent reading noted by our meter reader. This is to check that a misread has not occurred and while meter misreads are not common it can happen. If you believe the meter has been misread, please contact us so the issue can be sorted out. It can be very frustrating for ratepayers who go to the expense of getting a plumber on site only to be advised that the water meter has been misread.

### Contact us:

e: [customer.services@tcdc.govt.nz](mailto:customer.services@tcdc.govt.nz)

p: 07 868 0200

## Frequently Asked Questions

### *Do all properties have water meters?*

Not at present. Currently Coromandel, Pāuanui, Thames township, Thames Valley and Whitianga Commercial properties are metered. Whitianga Residential are metered from July 2024.

Other areas will be metered over time.

### *What do the charges for water cover?*

If you are in one of our water metered areas you are charged a set charge for water on your rate account. This rate type covers maintenance and upkeep of water supply infrastructure and running of your local water treatment plant. The consumption used through your water meter is charged through your water account and covers the cost of the actual treated water used. Areas that do not have water meters, do not get a water account, but still pay for water use through the set charge rate type applied to the rate account.

### *What is a toby?*

The meter tap, or toby, shuts off water to the whole of your property. It's a good idea to know where your meter taps are before an emergency strikes. Check this once or twice a year to make sure it is working properly and if it is corroded, stiff or not working let us know so it can be repaired or replaced.

As we mentioned previously if you don't live on the Peninsula and use your property as a bach why not turn off the water toby when you leave? It may save you money and will ensure any lurking water leaks won't show up and cause damage while you're not there.

### *How do I report leaks on public property?*

Call us at the Council 24 hours a day, seven days a week to report water leaks or wastage on phone 07 868 0200.

### *What else can I do to conserve water?*

Visit our website [tcdc.govt.nz](https://tcdc.govt.nz) for more tips and advice on water conservation.



# Water Meters

Your guide to reading your water meter, checking for water leaks and saving money on your water bill.



## “Give me three good reasons why I should know stuff about my water meter”

### 1 Water isn't as free and abundant as you might think.

If you have a water leak on your property then our precious water resource is being wasted. Get to know your water meter and you'll find it easier to do your bit for water conservation.

Did you know? Water for each of our communities comes from streams that play a large part in the on-going restoration of the Peninsula's ecological balance.

### 2 Water costs money. Your money.

By using your water meter to identify any water wastage you will save yourself money. Why pay for water you're not using?

### 3 You'll keep your cool if things ever go wrong.

It may sound ridiculous but it's surprising how often we get frantic phone calls from people who don't know where their water toby is and need to quickly turn off the water supply.

**TIP** If you don't live on the Peninsula and use your property as a bach why not turn off the water toby when you leave? It may save you money and will ensure any lurking water leaks won't show up and cause damage while you're not there.

**Call us if you discover or suspect a leak on the road side, other council land or inside your meter box.**

## How to find and read your water meter

Unfortunately, not all water meter boxes look the same. Modern boxes are black and have a blue lid, however meter boxes and their lids can also be concrete, steel or even wood and come in a variety of different shapes and sizes. This is also true of the actual water meters located in these boxes as there are a number of different styles and brands in use depending on when they were installed or last replaced.

Open the lid, locate the Toby Tap which supplies water to your property, and you should see the meter next to this. Most meters have a display panel of both black and red figures. The black on white figures show cubic metres, and we only read these black on white figures.

If checking for possible water leaks (read on to find out how to perform a leak test using your meter) you will need to read both the black on white and the red on white digits.

***It is each property owners responsibility to ensure the metre and box are kept visible at all times.***

**3746 . 2859**

Every time the first black digit turns over you have used one unit which is 1000 litres of water. In the above example this is the '6' in 3746.

- ▶ Every time the digit represented by the 2 in .285 example turns over, it is 100 litres of water used.
- ▶ Every time the digit represented by the 8 in .285 example turns over, it is 10 litres of water used; and
- ▶ Every time the digit represented by the 5 in .285 example turns over, it is 1 litre of water used.

Does your water meter have four red digits? Ignore the last digit when making your calculations (the above example would be measured as 3746.285)

## How to use your water meter to check for a leak

A simple way to see if you are losing water is to read your water meter last thing at night and then first thing in the morning. You can calculate how much water is being lost through leakage. But remember not to use any water during the night! This same type of test can be done during the day while you are at work or any other time when there will be no normal water usage occurring on your property.

1. Write down all digits of your water meter reading at the start of your test period. Put a decimal point between the black and red digits.

Example - Start of test period reading:  
3746.2859 (Note reading as 3746.285)

2. Don't use any water during your test period.

3. Write down all the digits of your water meter reading at the end of your test period before using any water. Again put a decimal point between the black and red digits.

Example - End of test period reading:  
3746.3105 (Note reading as 3746.310)

4. Now subtract the reading taken at the start of the test period from the reading taken at the end of the test period. This gives the volume of water lost overnight. In the above example it shows that 25 litres of water have been lost during the test period.

3746.310 (Test period end)  
- 3746.285 (Test period start)  
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25 = Water volume lost

5. If these test readings indicate water usage when you are sure that no normal water usage has occurred, this would indicate that you have a leak somewhere on your property.
6. It is your responsibility to get the leak repaired. If you are unable to locate or repair the problem we would suggest you contact your plumber for help.
7. Contact us if you have trouble reading your water meter or have any questions.