

## **WATER METER READINGS**

Water readings are taken by Meter Readers between the 15<sup>th</sup> and the end (30<sup>th</sup>/31<sup>st</sup>) of every month. The readings are submitted to the official and are fed into the system on a daily basis by staff members in the debtors section or any other staff member of Council. Provisional printouts are printed for comparing readings to reading cards in order to ensure correctness thereof as well as to detect unusual consumption fluctuations. Corrections should be effected accordingly.

If water readings could not be obtained due to gate closed, vicious dogs or any denial of access, or any other reasonable ground, the Meter Reader must record on the card precisely the reason thereof. Average estimation may be used instead of actual readings in this case and such reading will be deemed to be the actual readings until such time when actual reading will be obtained.

No reading estimation may be used for two or more consecutive months. A notice will be issued to the owner, be it verbally or in writing, to bring his/her water meter readings to the Council's offices. However, should there be no other alternative estimation will be used and should be noted as such on the meter card even for two or more consecutive months.

Council shall endeavour to locate water meters outside of the residents' premises or relocate water meters outside of the residents' premises, especially whose access is impossible at times.