

# READING YOUR METER

If you receive a bill based on an estimated reading and would like a bill based on a true reading, we are happy to accept a reading taken by yourself and reissue the bill.

## READING YOUR WATER METER

We understand that you want to keep your bills as low as possible. You can do this by checking the amount of water you use by reading your water meter every three months.

We guarantee to read your water meter at least once a year and our meter readers work extended hours including evenings and weekends to make sure we can provide most of your bills based on actual readings.

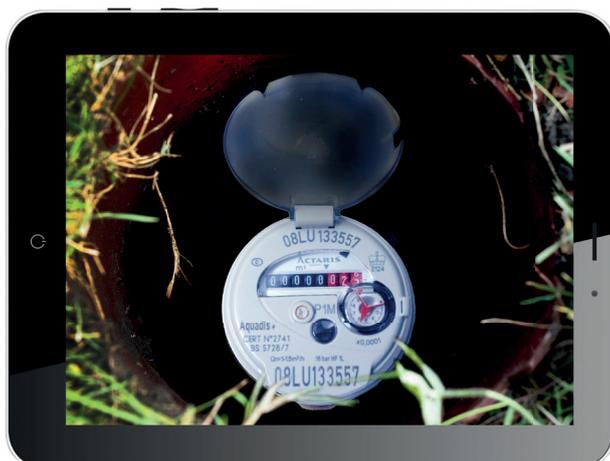
## HOW TO FIND AND READ YOUR METER

Meters can be located internally or externally. If your meter is fitted externally it will be located in an underground chamber, you will need to use a screwdriver to open the lid to the chamber. Some chambers have a foam disc, if this is the case, please remember to replace the disc before closing the chamber lid.

If your meter is located internally it will be installed on the pipe work near your internal stop valve. These can usually be found beneath the kitchen sink or in the bathroom.

Check that you are reading the correct meter by matching the meter serial number to the one on your bill. Your water meter will record the amount of water you use in cubic metres (m<sup>3</sup>). One cubic metre is 1,000 litres or 220 gallons of water. You only need to read the black and white numbers when providing us with your meter reading. These numbers show the whole cubic metres you have used and are the ones we use to work out your charges. You can ignore the red dials, we don't use these. Close the lid to the chamber after reading your meter.

If you cannot read your water meter yourself, we can provide up to two extra readings each year through our extra care service. Visit our website at [www.nwl.co.uk](http://www.nwl.co.uk) or call us on **0345 717 1100** for more information or to register for this service.



## WATER METER READINGS WITH FIVE DIALS

0	0	3	7	4	6	8
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## WATER METER READINGS WITH FOUR DIALS

0	3	7	4	6	8
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