

Leak test instructions for smart meters

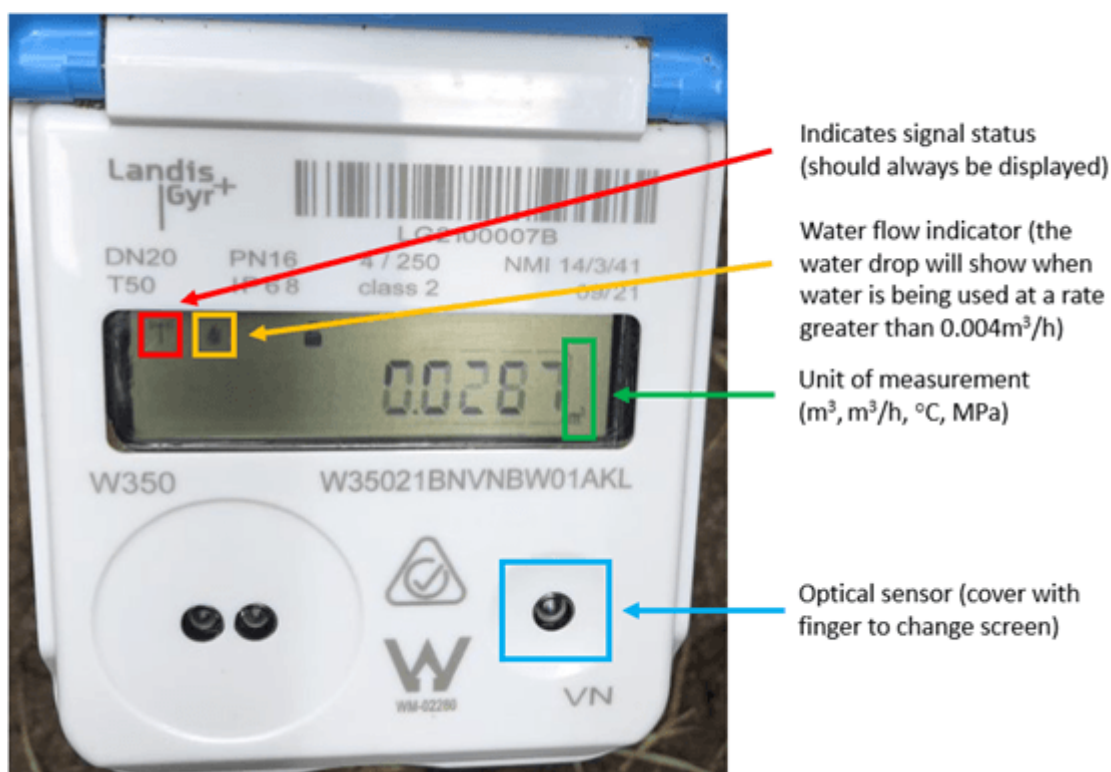
If you have a smart meter, note down all the numbers before and after the decimal point. Check the numbers in 4 hours' time or you can take a photo before and after.

You can also keep track of your water usage by using our Watercare app.

To get the free app, simply download it from the App Store or Google Play and log in with your MyAccount details.

[Learn more about smart meters](#)

Reading your Landis and Gyr Smart meter



To read your meter follow these steps:

1. Move between display options by placing your finger over the optical sensor for less than two seconds (bottom right corner of meter, see image above for location).
2. Make sure you're on the Accumulated (total) flow (m³) screen. This view shows the total recorded water through the meter since its installation. It's identifiable by the units used (m³), and you'll see four digits after the decimal point.
3. Note down date, time and all the numbers before and after the decimal point. This is your meter reading, in cubic metres (m³) of water used. However, we only bill your usage in kilolitres (KL) ie the numbers to the left of the decimal point. Please take a picture as a backup.
4. If there is a difference between the first and second readings this confirms you have a leak. We recommend you contact a registered plumber to fix it.

Reading your EDMl smart meter



- Opening the lid should awaken the screen. If the lid is open and the display is in sleep mode, there are two ways to turn it on:
- Close and open the lid.
- Use your finger to briefly cover the optical sensor (black round object below the battery icon on the right).
- The screen should now show the last active display.
- Repeatedly put your finger over the optical sensor, or close and open the lid, until the display changes to show volumetric with kL as the unit.
- Note down date, time and all the numbers before and after the decimal point. This is your meter reading, in Kilolitres (KL) of water used. However, we only bill your usage in Kilolitres ie the numbers to the left of the decimal point. Please take a picture as a backup.
- If there is a difference between the first and second readings this confirms you have a leak. We recommend you contact a registered plumber to fix it.