

For tips on water conservation
see www.taptips.ie

Non-domestic metering

The metering of non-domestic water supply connections is considered to be a more equitable way for non-domestic customers to pay for water services. Metering is also a useful tool in identifying leaks in the water piping system and thereby benefits water conservation. Metering will facilitate enforcement of general water conservation measures by water services authorities (County and City Councils), and complement the general duty of care to keep water distribution and waste water discharge systems leak-free.

All meters installed are the property of Dublin City Council. The unauthorised removal of a water meter/transponder by a party other than by Dublin City Council's Water Services Division, or a contractor working on their behalf, is an offence. Payment for replacement/reconfiguration of such a meter/transponder shall be passed on to the customer (in their water bill), or billed directly to any other party responsible for this occurrence.

Dublin City Council is not responsible for any pipe work or plumbing systems beyond the stop-cock, meter box or on private property. Any work the customer is considering undertaking is done at his/her own risk and should be done with proper supervision and expertise.

For information on your water bill please contact:

Dublin City Council,
Rates Office,
16 Castle Street, Dublin 2.
P. 01 222 2171

For information on your water supply or to receive a water at work information pack please contact:

Dublin City Council,
Environment & Engineering Department,
Water Services Division,
68-70 Marrowbone Lane, Dublin 8.
P. 01 222 0600

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WATER IS
PRECIOUS



Information on your water meter

Water is precious.
Let's conserve it at work.

How do I identify the meter?

In general the water meter is located in the footpath outside your premises. The meter can be opened by prizing the lid **A** off with a screwdriver. **It is important that the meter lid is replaced properly and shut firmly to ensure that the meter box remains water tight.**

The meter box contains a polystyrene protector (not shown). This is provided to guard against frost damage and must be removed if you wish to examine the meter. It should be replaced once you are finished. An Automatic Meter Reading device, which transmit your reading by radio signal has been attached to your meter. It must not be removed. The digits may be viewed by lifting the flap **B** on the top of the unit.

An **eight digit serial number C** is stamped on the meter underneath the reading digits. This serial number shall appear on your bill.

How do I read the meter?

All Dublin City Council meters are metric meters, they measure water volume in cubic meters (1 cubic meter = 1000 litres = 220 gallons). When water is used the red dial **D** will rotate proportionally to the amount of water used and the reading digits will increase accordingly. The black digits **E** record cubic meters. The red digits record litres. You will be charged on the basis of whole cubic meters used.

How do I turn off the water supply?

To turn off the water supply, rotate the blue lever **F** anti-clockwise for a quarter turn.

Why is there a red plug in the box?

Dublin City Council will insert a red (blank) plug in place of a meter if requested by a customer or if the customer

cannot be identified. The blank plug disconnects the supply and prevents water from being used. If you have a blank plug please contact the Water Services Division of Dublin City Council to arrange connection.

How do I know if I have a leak?

Open the meter box and see if the red dial is moving. This pointer should only be moving when water is being used (i.e. tap turned on). If the red dial is moving and no water is being used there is a leak. Some leaks may soak away underground and never come to the surface.

How do I find a leak?

Check all visible pipe connections. Check along the route of the pipe for waterlogged areas, and investigate any unusual flow of water in the drains. If there is an underground leak follow this procedure to locate it:

1. Check number of revolutions of the red dial per minute.
2. Shut of a section of the pipe network (i.e. internal stopcock).
3. Check number of revolutions of the red dial per minute again.
4. If the number of revolutions per minute has stopped or has reduced, the leak will be in the area of pipe work that has been shut down.
5. If there is no change, repeat steps 1 to 3 until the leak is located.
6. Once the area of the leak has been isolated you can split the area into smaller section and repeat steps 1-3 or you could expose the pipe work to find the leak.

It may be easier to relay a new section than to locate and repair existing pipeline.

