

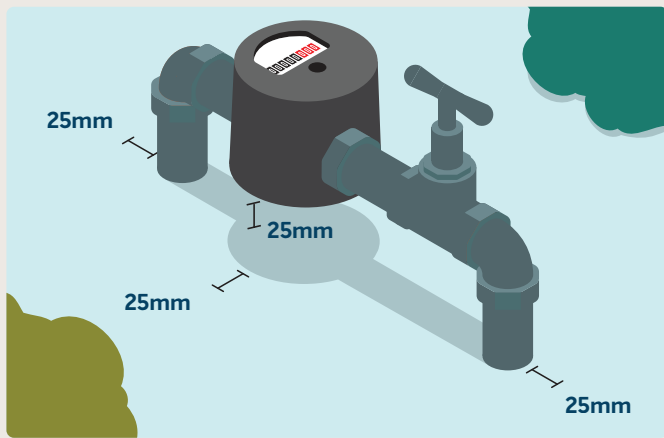


Preparing for installation

We will send a letter or email with the dates that your address is scheduled for upgrade. You do not have to be home during installation.

Your water meter needs to be easy to reach at all times so it can be read and maintained. Please make sure the area around your water meter is clear. Clear away any dirt, plants, or concrete so there is about 25 mm of space around the pipes going in and out of the meter.

If the meter cannot be accessed, Barwon Water may remove loose soil or trim back plants or shrubs that block access.



Supply disruptions

If having water at all times is very important, for example because of a medical or business need, please contact us to arrange a specific time to install the meter.

If you have any questions about this project, concerns about access to your property, or personal safety, call us on **1300 656 007** or email info@barwonwater.vic.gov.au

The installation process

Before installation, you will receive a door-knock, to let you know there will be a short pause to your water supply.



Final reading

The installer will take a final reading of the old meter.



Pause water supply

Water supply will be disrupted for 15–45 minutes while the meter is replaced.



Meter replacement

The installer will safely change over the water meter and restore the water supply.



Leave card

Once supply is restored we will leave a card to let you know we've attended your property.



Run your tap

Installation may temporarily affect water pressure, run tap briefly to restore consistency.



Quality assurance

We may return within 14 days for quality assurance works.

For further information