

# Licensed Water Meter Reading Guide

A water meter is used to measure the volume of water from a dam, watercourse or bore against a specified volume of kilolitres. There are many varieties of meters on the market and can require a guide in order to read the usage accurately. This user guide shows the common types of meters on licensed sources and how they are read in kilolitres.

Once a meter read is taken, you can lodge your meter read online to find out how much allocation is left on your water licence via mywater customer portal.

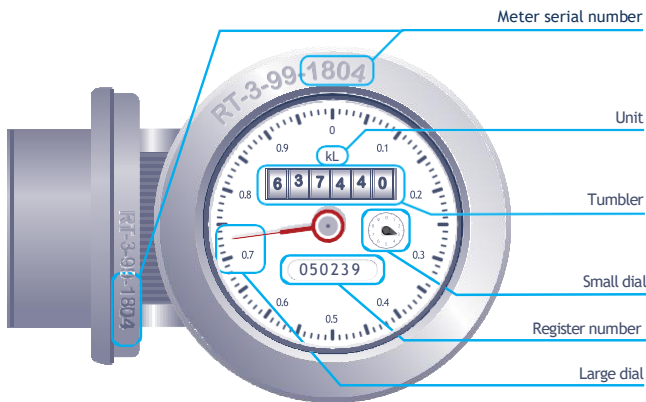
If you do not have a mywater login you are encouraged to:

1. **Sign up:** Visit the mywater login page Click "Sign Up" and follow the prompts.
2. **Activation:** We will review and activate login requests within 48 hours.
3. **Notification:** You will receive an email confirming your login has been activated and the next steps.

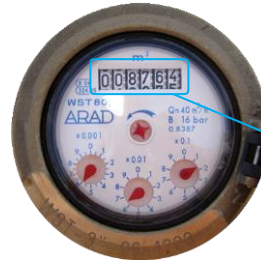
If you need help accessing mywater please contact the mywater Contact Centre. They are ready to provide personalised assistance to you.

- Phone: (08) 8372 7561, option 1
- Email: [dew.mywater@sa.gov.au](mailto:dew.mywater@sa.gov.au)

If you are unsure of how to read your meter, or where to find the location of the meter serial number, please contact the Department by telephoning (08) 8372 7561, option 4 or emailing [DEWwaterlicensing@sa.gov.au](mailto:DEWwaterlicensing@sa.gov.au). The easiest way for us to provide you with accurate advice is for you to supply a photo of your meter.



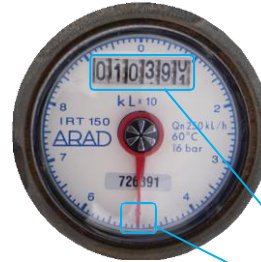
As a general Rule for Reading in Kilolitres (kL), only read the numbers on the tumblers and dials in black (not red).



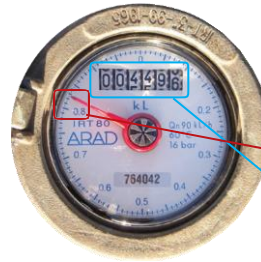
Read all the tumblers as shown.  
Reading: 8764KL



When **x10** is printed, add the number the black handed dial is pointing to at the end of the read. **Ignore the red dials.**  
Reading: 4157KL



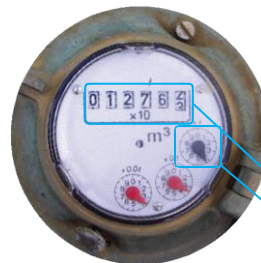
When **x10** is printed and there is only a large red dial present, add the number the large red dial is pointing to at the end of the read. **This is an exception to the general rule.**  
Reading: 103905kL



Read all numbers shown on tumblers only. **Do not include the large dial.**  
Reading: 4495KL



Read all numbers shown on tumblers only.  
Reading: 12kL



When **x10** is printed, add the number the black handed dial is pointing to at the end of the read. **Ignore the red dials.**  
Reading: 127624KL

## For further information

Adelaide Office  
**Phone** (08) 8372 7561, option 4  
**Email** [DEWwaterlicensing@sa.gov.au](mailto:DEWwaterlicensing@sa.gov.au)