

Dear Customer

Your first text will be sent out on the week of .....

Welcome to the customer supplied reading service into which you have opted. We will send a text message from 8330 approx. in the middle of each 2nd month. This will contain a secure web link for you to supply your read.

On the alternative months you will be estimated using past actual readings.

#### How to read your meter

Please only supply the black numbers on your text otherwise you will be charged incorrectly.

Your meter will have two colours on the dial. There are either 4 or 5 digits.

If you need any further information, please refer to our website.

<https://www.watercare.co.nz/Water-and-wastewater/Water-meters/Find-and-read-your-meter>

#### **IMPORTANT**

You only need to read the black numbers with the white background. Ignore the white numbers with the red background we do not need these.

#### Important tips on using this link:

- Once the link is open it will stay active for 5 minutes. After this time if not used it will time out and fail
- A reading is required to be sent through within 2 days of the first text being sent or the link will not work.
- It is advised that until you have the reading ready to put in do not open this link.
- If the link is open and you lose WIFI connection it will fail. If you are taking your phone with you to the meter you may need your data on.
- We recommend confirming the reading first, writing it down (or take a photo). Then open the link when you are ready to enter it.
- If the first link fails or no reading is received a 2nd and 3rd reminder text with a link will be sent over the next couple of days after the original.

#### Expectations for using this service.

- This process needs to work on a consistent basis.
- Should you not supply your reading you will be estimated.
- You need to advise us if your contact number changes ASAP.
- If you supply the incorrect reading or we estimate incorrectly due to no read from you, we are happy to take your reading however should you want this billed we, we may charge a \$20 administration fee.

- Should you supply no readings 2 times in a row or 3 times over a year we may withdraw you from the service.
- If you are removed or opt out of this service, we would expect to be able to read your meter without any issues such as locked gates or dogs. If we are unable to access the meter, we may ask that you have your meter relocated at your cost as there are no further options available to resolve this issue.

Please note there can be up to a 5-day delay between the reading being submitted and billed.

Yours faithfully,

Watercare Services Limited