

# Online meter reading form - hints and tips

*Having trouble? Try the hints and tips below. If that doesn't work, we are happy to assist you with your query.*

## The form wont load

- Make sure your computer is using an appropriate browser. The minimum browser required is:
  - Internet Explorer - V11 and above,
  - Chrome - V11 and above,
  - Firefox - V11 and above, or
  - Safari - V11 and above.
- Click on the link from our web page (<https://www.environment.sa.gov.au/topics/water/water-licences-and-permits/water-reporting>). Do not use a bookmark.
- Try again - for short periods during times of peak use, the form may be temporarily unavailable.

## The forms won't recognise my licence, approval or permit number

- Check you have the correct number. You can retrieve your number by entering land title details into the Water Licence and Permit Register at <http://www.waterconnect.sa.gov.au/systems/WLPR>.  
To ensure an exact match, we suggest copying your number from the register and pasting into the meter reading form.
- Contact us using the details below.

*Please note, if you have downloaded the form onto your device, the form will not automatically populate unless you are connected to the internet.*

## The forms won't recognise my name

- Check that you are entering the name of ONE holder only.
- Check the name you are entering is an exact match of the name recorded in the Water Licence and Permit Register or on your most recent hard copy of your licence/permit. You can view the names listed on your licence or permit by entering your licence or permit number into the Water Licence and Permit Register at <http://www.waterconnect.sa.gov.au/systems/WLPR>.  
To ensure an exact match, we suggest copying the name of ONE of the licence holders from the register and pasting into the meter reading form.
- Contact us using the details below.

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## I can't submit the form

- Check you have completed all fields marked with a red asterisk.
- Try again. For short periods during times of peak use, the form may be temporarily unavailable.
- Please note, if you have downloaded the form onto your device, the form will not automatically populate unless you are connected to the internet.

*Please note, if you have downloaded the form onto your device, the form cannot be submitted unless you are connected to the internet.*

## Meter information isn't loading automatically

- Contact us using the details below.

*Please note, if you have downloaded the form onto your device, the form will not automatically populate unless you are connected to the internet.*

## Still having trouble? We are here to help.

Office location	Phone	Email
Berri	8595 2053	<a href="mailto:DEW.Waterlicensingberri@sa.gov.au">DEW.Waterlicensingberri@sa.gov.au</a>
Adelaide	8463 6876	<a href="mailto:DEWwaterlicensing@sa.gov.au">DEWwaterlicensing@sa.gov.au</a>
Mount Gambier	8735 1134	<a href="mailto:DEWNRSEWaterlicensing@sa.gov.au">DEWNRSEWaterlicensing@sa.gov.au</a>