FREE GUIDE

Reading the meter: the leak shows before the bill

An empty house should not use water. If the number moves, something is happening, and you know weeks before the bill.

1 · The papers to gather first

Get everything together before you start. Almost every step in this guide stops dead for one missing document, and starting again costs more than waiting a day.

- The latest water and electricity bills, with the previous reading and its date.
- A dated photograph of the meter, always taken from the same spot with the same framing.
- The water policy number and the electricity CUPS, so you can complain with data.
- The number of a plumber you trust, or one who works on your urbanisation.
- Your home policy, with the water damage section and the deadline for reporting a claim.

2 · The order to do things in

1. Note the reading on the day you close the house, with a photo. That number is the reference for everything else.
2. Take a reading monthly, or every two months, always the same way: same photo, same time of day if you can.
3. Compare each reading with the last and write down the difference. Consumption in an empty house is always a signal.
4. If the number moves, close the main stopcock and read again a few hours later: if it is still rising, the leak is before the valve.
5. Tell your supplier and your insurer with the dated photographs. Insurance contract law requires you to report a claim within the period.

3 · The mistakes we see again and again

- Waiting for the bill. Two months can pass between the leak and the bill, and the water does not stop.
- Reading the meter without a photo. A reading with no image is no use in a complaint.
- Changing the framing of the photo each time. If it is not compared alike, it is not compared.
- Closing the stopcock and forgetting that an electric water heater can be damaged when empty.
- Reporting the claim weeks later. The reporting deadline is in the law and in your policy.

4 · Where you can check it yourself

Official pages, checked on 22/09/2026. The administration changes its screens without warning: if something does not match, the official source wins, not this guide.

- **Comisión Nacional de los Mercados y la Competencia (CNMC)**
  https://www.cnmc.es/
- **Ministerio para la Transición Ecológica y el Reto Demográfico**
  https://www.miteco.gob.es/
- **Ley 49/1960 de Propiedad Horizontal, daños a elementos comunes y a terceros**
  https://www.boe.es/buscar/act.php?id=BOE-A-1960-10906
- **Ley 50/1980 de Contrato de Seguro, deber de comunicar el siniestro**
  https://www.boe.es/buscar/act.php?id=BOE-A-1980-22501

If you would rather we did it

€19 a reading	with a dated photo and a comparison with the last one
€149 a year	one reading a month, twelve in all, with a usage alert

We read and compare; we do not repair. If there is a leak we warn you with the photographs and coordinate the plumber you approve, who bills you directly. We do not file complaints with the water company in your name, but we leave the file ready with the dated readings.

A question? One message is enough

Write to us on WhatsApp at **+34 613 13 87 84** (wa.me/34613138784) and a person answers. Asking costs nothing and commits you to nothing.

Information guide, not legal or tax advice. contact@holaowners.com · holaowners.com