



**Central  
Tablelands  
Water**

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## **Water Meter Policy**

## DOCUMENT CONTROL

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Policy Number		CTW-PR022			
Responsible Officer		Director Operations and Technical Services			
Reviewed by					
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## Objective

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The objective of this policy is to set out both Council's responsibility and Property owner's role in relation to the connection and maintenance of water meters.

Each individual property connected to Council's reticulated potable water supply, will be metered such that water demand can be measured, managed and relied upon as a justifiable basis for water supply charges.

## Introduction

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A water meter measures the amount of water used. This measurement helps to accurately charge customers for the water they've used. It also helps customers to gauge their water use.

Most houses have their own meter, which is usually located towards the front of the property near the boundary. In duplexes, flats or strata titled properties, there may be only one meter servicing all of the dwellings or one for each building.

Council owns the water meter but it is the responsibility of the property owner to ensure that it is not damaged and accessible for reading.

Council install water meters for the domestic supply pursuant to the;

- Local Government Act 1993
- Local Government (General) Regulation 2005
- Water Act 2000
- Plumbing & Drainage Regulation 2003
- AS 3500.1.2.1998 (Water Supply) Section 5.3 (reference to proximity to the other services(i.e. electrical cables, gas pipelines)
- AS 3565 Meters for Water Supply – Cold Water Meters

Under Sections 191, 191A or 192 of the Local Government Act 1993, Council has powers of entry to private property to carry out water supply work such as meter reading, repairs and maintenance. In the case of conducting repairs, Council will first take reasonable steps to contact the property owner. If the owner cannot be contacted, Council may enter the property and carry out the necessary work. In such cases, Council will place a card in the property's letter box advising that council has entered the property

## Policy

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### Installation

Council is responsible to supply and fit a water meter assembly when installing a connection to Council's water supply, the cost of the meter assembly and installation is borne by the property owner as outlined in councils Fees and Charges.

The size of the connection (and thus the size of the meter) is determined by Council, with reference to guidelines AS 3500 New South Wales code of practice – Plumbing and drainage.

Generally, the water service is to be located in a position determined by council in accordance with existing cross road conduits and mains tapping.

All meters are to be installed above ground. In cases where the Director Operations and Technical Services determines that an above ground meter will adversely impact on the adequate function of a driveway, formed walkway, gate, fence line or other such immovable structure the meter will be placed in a pit.

Water meters are to be installed, maintained and replaced by Council (staff or contractors). The water supply may be disconnected for a few minutes whilst carrying out this work. Meters will be replaced as soon as possible after having registered 7,500 kilolitres, or as deemed warranted by the Director Operations and Technical Services.

Only water meters conforming to AS 3565 or having achieved patented approval under the relevant code are to be used in Councils water service connections.

Domestic dwellings are to be serviced by one water meter only, with that connection being a 20mm water connection.

Council's maintenance responsibility of a water services ceases at the outlet of a water meter or the outlet of a backflow device that has been fitted to a water meter by Council staff.

### Alteration

Any alteration to the water service connection from, and including, the water meter back to the water main, is the responsibility of Council. The water service connection and its components (water meter, ball valve and fittings) always remain the property of Council. Council may consider a written request to alter the location or size of a water service connection and if approved the cost of the works will be met by the property owner in advance.

Any alteration to the water service on the property owner's side of the water meter is the responsibility of the owner of the connected property.

It is an offence under Section 636 of Local Government Act, 1993 to tamper or interfere with the normal operation of water meters.

### Meter Readings

Water Meter readings are accepted as final and conclusive as the measurement of water consumed.

**The owner of the property is responsible for all water usage that is recorded on the water meter.**

## Water Meter Testing

A resident who is concerned that their meter is not functioning correctly may lodge a request that the meter be tested. Water meter testing is at the resident's expense.

The fee for testing water meters will be charged in accordance with Council's Fees and Charges Schedule. If the test determines that the meter is not functioning correctly:

- A) The testing fee will be refunded
- B) The meter will be replaced at no cost to the resident
- C) The associated water billing account will be adjusted by the average of the reading recorded during the corresponding period in the previous 3 years

A meter is deemed to be accurate if the reading is within three per cent (3%) (+ or -) of the actual quantity of water passing through it.

Council may at any time disconnect any water meter for the purpose of maintenance or determining its accuracy.

## Accuracy

Council reserves the right to average a customer's water billing account from previous consumption figures where a water meter malfunctions or to estimate an account based on related available information.

## Damage

The property owner will be responsible for the cost to repair or replace damaged water meter, unless the damage is the direct result of council workmanship.

## References

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- Local Government Act 1993
- Local Government (General) Regulation 2005
- Water Act 2000
- Plumbing & Drainage Regulation 2003
- AS 3500.1.2.1998 (Water Supply) Section 5.3 (reference to proximity to the other services(i.e. electrical cables, gas pipelines)
- AS 3565 Meters for Water Supply – Cold Water Meters

## Variation

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Council reserves the right to review, vary or revoke this policy.