

Faulty Water Meter Policy

Policy Details

Policy Category	Council Policy
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Approval Authority	Council
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Policy Version Number	4
Policy Owner	Director of Corporate Services
Contact Officer	Manager Finance and Administration

Supporting documentation

Legislation	<ul style="list-style-type: none"> • <i>Local Government Act 2009</i> • <i>Local government Regulation 2012</i> • <i>Water Supply (Safety and Reliability) Act 2008</i> • <i>Water Act 2000</i>
Policies	<ul style="list-style-type: none"> • Revenue Statement • Concealed Water Leak Policy
Delegations	<ul style="list-style-type: none"> • Nil
Forms	<ul style="list-style-type: none"> • Nil
Supporting Documents	<ul style="list-style-type: none"> • Corporate Plan 2021 - 2025

Version History:

Version	Adopted	Comment	eDRMS #
1	15/7/2020	Council Resolution SM0720/016	POL_E_C SF_002
2	30/6/2021	Council Resolution SM0621/014	
3	16/6/2022	Council Resolution SM0622/14	
4	22/6/2023	Council Resolution BM0623/004	

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Intent

The purpose of this policy is to establish guidelines & processes to ensure consistency in the assessment of written requests to review water consumption charges due to a possible faulty water meter or inaccurate reading.

Scope

The scope of this policy shall apply to all properties within the local government area connected to Council's water reticulation system via an approved water meter.

Repeal

This policy repeals all previous versions of policies relating to faulty meters.

Policy

This policy shall only apply to water meters on properties connected to Council's water reticulation system.

Council is responsible for the provision of an accurate water meter to the property and all infrastructure up to and including the water meter unless documented otherwise.

The property owner is responsible for water consumed at the property and all infrastructure on the property side of the water meter, including the payment for water loss through leaks.

A Water Meter Test Application Form must be submitted to Council together with the prescribed fee before a water meter test will be performed as set out below.

The water meter testing fee will be refunded if the water meter is found to be faulty or an inaccurate reading was taken.

Council will take the appropriate steps to repair or replace faulty water meters.

Operations

Testing of Water Meters

- A property owner may request that Council test a water meter
- The request must be made on the approved form and be accompanied by the prescribed fee; and
- Council may at any time test a water meter.

Water Meter not registering accurately >+5%

- Where a request is made in respect of testing of water meters, Council must determine whether the water meter is registering accurately.

- Where Council determines that the water meter is registering $>+5\%$ then the water meter is not registering accurately, and Council shall:
 - refund the prescribed fee;
 - refund/ write off excess water consumption charges;
 - Carry out any necessary actions to ensure the water meter is registering accurately before reinstalling the meter; or
 - Install a replacement water meter which is registering accurately.

Water Meter not registering accurately $<-5\%$

- Where a request is made in respect of testing of water meters, Council must determine whether the water meter is registering accurately.
- Where Council determines that the water meter is registering $<-5\%$ then the water meter is not registering accurately, and Council shall:
 - Carry out any necessary actions to ensure the water meter is registering accurately in accordance with the prescribed standard before reinstalling the meter; or
 - Install a replacement water meter which is registering accurately.
- The prescribed fee shall not be refunded; and
- The property owner shall be fully responsible for water consumption charges.

Charges when Water Meter is not registering accurately

- If any water meter in use ceases to register or is determined by Council to be not registering accurately, Council may: -
 - Estimate the period during which such water meter was not in working order;
 - Calculate the deemed water consumption, using all reasonable information available to Council; and
 - Refund the prescribed fee.
- The process for calculating the actual charge for water consumption is to calculate the average water consumption from the previous three (3) water meter consumption readings taken for the property meter. This then becomes the calculated water consumption payment required.

Water Meter is registering correctly $<+5\%$

- Where Council determines that the water meter is registering correctly:
 - the prescribed fee shall not be refunded; and
 - the property owner shall be fully responsible for water consumption charges.

Replacement of Water Meters

Should any person refuse to allow or delay in allowing any water meter in their premises to be repaired and/or tested, Council may replace the water meter on that premises with another water meter which is registering accurately.

Adopted by Council 22 June 2023 by Resolution BM0623/004

Mark Crawley
Chief Executive Officer