

# Faulty Water Meter Policy

## Policy Details

<b>Policy Category</b>	Council Policy
<b>Date Adopted</b>	19 <sup>th</sup> June 2025
<b>Resolution Number</b>	BM0625/004
<b>Approval Authority</b>	Council
<b>Effective Date</b>	1 <sup>st</sup> July 2025
<b>Policy Version Number</b>	6.0
<b>Policy Owner</b>	Chief Operating Officer
<b>Contact Officer</b>	Manager Finance

## Supporting documentation

<b>Legislation</b>	<ul style="list-style-type: none"> <li>• <i>Local Government Act 2009</i></li> <li>• <i>Local government Regulation 2012</i></li> <li>• <i>Water Supply (Safety and Reliability) Act 2008</i></li> <li>• <i>Water Act 2000</i></li> </ul>
<b>Policies</b>	<ul style="list-style-type: none"> <li>• Revenue Statement</li> <li>• Concealed Water Leak Policy</li> </ul>
<b>Delegations</b>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
<b>Forms</b>	<ul style="list-style-type: none"> <li>• Water Meter Test Application Form</li> </ul>
<b>Supporting Documents</b>	<ul style="list-style-type: none"> <li>• Corporate Plan 2025 – 2029</li> </ul>

## Version History:

Version	Adopted	Comment	eDRMS #
1.0	15/7/2020	Council Resolution SM0720/016	POL_E_CSF_002
2.0	30/6/2021	Council Resolution SM0621/014	
3.0	16/6/2022	Council Resolution SM0622/14	
4.0	22/06/2023	Council Resolution BM0623/004	
5.0	20/06/2024	Council Resolution 0624/004	
6.0	19/06/2025	Council Resolution BM0625/004	

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## Intent

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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

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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

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

## Policy

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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.

Where water meters are found to be faulty or inaccurate readings were taken, the consumption will be estimated, and the charges applied to the assessment.

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

## Operations

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### 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.

Council may at any time test a water meter.

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

### **Water Meter Not Registering Accurately**

Where Council determines that the water meter is registering  $>+5\%$  then the water meter is not registering accurately, and Council will refund the prescribed fee and install a replacement water meter which is registering accurately.

Charges applied for the period will be credited back to the Assessment.

Consumption will be estimated by averaging the consumption from three (3) equivalent billing period consumption totals and applying the calculated charges to the Rates Assessment.

### **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 will carry out any necessary actions to ensure the water meter is registering accurately in accordance with the prescribed standard before reinstalling the meter.

The prescribed fee shall not be refunded, and the property owner shall be fully responsible for water consumption charges.

Adopted by Council 19 July 2025 by Resolution BM0625/004.

**Anne Andrews**  
**Chief Executive Officer**