



YOUNG SHIRE COUNCIL

WATER METERS INSTALLATION AND MAINTENANCE POLICY

NO 91

DATE ADOPTED: 21/8/13

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1 INTRODUCTION/BACKGROUND

Water meters are important Council assets as they record the volume of water used by customers, allowing Council to account for all potable water that has been used, accurately charge customers for their usage as well as assisting in the detection of water leaks within properties.

2 SCOPE

This policy aims to cover essential aspects of water meters. It applies to all customers that are connected to Council's water supply.

3 OBJECTIVES

To outline the responsibilities that Customers and Council have for the efficiency, installation, and management of water meters. This policy will explain the responsibilities of customers and Council.

4 POLICY

4.1 Water meter ownership, maintenance and replacement

- All properties connected to drinking water supply services are fitted with a water meter supplied by Young Shire Council.
- Water meters are provided for each premise connected to the water supply service and remain Council's property at all times.
- It is at the discretion of Council to supply the appropriate size meter for each property.
- Water meters once fitted, will be maintained periodically or whenever is necessary at no cost to the customers. Council will replace faulty meters.
- Council has the right to enter properties to repair or replace water meters at any time. This will usually take place during business hours.

4.2 Customer Responsibilities

- Customers are required to pay for the installation of the water meter.
- Water meters are to be installed by Council staff.
- Meters are to be installed preferably in an area close to the property boundary.
- It is illegal to tamper with a meter or its reading equipment
- Customers must notify Council immediately when water meters are damaged, stolen or missing.
- If a water meter is damaged, the replacement cost shall be recovered from the responsible party.

4.3 Water Meter Installation

- Water meter installation is only to be performed by Young Shire Council staff.
- Customers can provide preference as to location of the meter however it will be installed in the location most advantageous to Council.
- If the existing location of a water meter is considered to be a hazard, or its access excessively complex, Council shall assess a possible relocation.
- The relocation of a water meter undertaken by Council to a more accessible location shall be at the expense of the property owner.

4.4 Water meter access and reading

- Council has the right to enter properties to read water meters.
- Access to water meters is required by Council at all times. It will allow correct maintenance and replacement as well as billing customers effectively.
- To perform Council's water meters maintenance, replacement and reading duties, customers must make arrangements with Council if water meters are behind a locked fence, gate or other obstructions.
- Contacting Council is the customers' responsibility and it is required prior to water meter reading periods so actual meter readings can be obtained.
- If access is not possible during the water meter reading period, staff will deliver a notification stating that a reading was not performed due to inability to access the meter.
- Customers must contact Council as soon as the reminder notice is delivered, or within three (3) working business days. If contact is not made, usage may be estimated based on past water use.
- Water meter readings are undertaken by Council staff four times a year with bills issued immediately after the meter reading is taken.

4.5 Water meter testing

- Council encourages customers to request a test of the water meter if it is believed that it is not correctly recording the water passing through it.
- There is a fee for water meter testing and arrangements are the customers' responsibility.
- Young Shire Council will refund the fee or any additional water cost if the water meter is found to be faulty and if as a result customers have been overcharged.
- If the meter is greater than +/- 3% of the test meter then it will be replaced at Council cost

4.6 Theft of water or the meter

Water meters as well as water mains both belong to Young Shire Council. Therefore it is considered illegal to:

- Use an unmetered water supply without Council approval.
- Use an unauthorised connection to Council's water supply.
- Tamper with a water meter.
- Steal a water meter.
- Deliberately damage a water meter.

Please note: Fines will apply for any of these offences.

5 BACKFLOW PREVENTION

Backflow prevention devices are built into standard water meters to protect water quality by minimising the risk of water flowing back from a customer's property into YSC's water supply. A separate policy will detail the full requirements for Backflow Prevention.

6 RESPONSIBILITY

Council's Utility Services Department is responsible for the implementation of this policy. This policy shall be reviewed every four years, or as a result of any relevant legislative changes.

7 RELEVANT LEGISLATION

This is a Policy document, following regulations and documentation from:

Local Government Act 1993

Water Management Act 2000

Local Government (Water Services) Regulation 1999

WSAA Water Supply Code of Australia 2002 (Second Edition)

NSW Plumbing Code

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