

WATER METER TESTING POLICY

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Responsible Officer: Director Engineering Services

Department: Engineering Services

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| 4 | Internal Review | 09 September 2015 | Review September 2017 |
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1. BACKGROUND

Goondiwindi Regional Council regulates the consumption of water through the installation of water meters.

Council periodically receives applications disputing the charges relating to water consumption where the customer believes the water meter may be faulty or a reading may be inaccurate.

2. PURPOSE

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.

3. POLICY STATEMENT

- 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.
- *Testing of a Water Meter Test Application Form* must be submitted to Council together with the prescribed fee before a water meter test will be performed in accordance with section 6.1.
- 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.

4. 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.

5. POLICY OBJECTIVE

The objectives of this policy are to:-

- Ensure there is equity for both the property owner and Council.
- Provide an open, transparent and consistent approach to the enquiries about water meter accuracy and validity of readings.

6. OPERATIONAL

6.1. Testing of Water Meters

- 6.1.1. A property owner may request that Council test a water meter;
- 6.1.2. A request made under subsection 6.1.1. must be made on the approved form and be accompanied by the prescribed fee; and
- 6.1.3. Council may at any time test a water meter in accordance with the prescribed standard.

6.2. Water Meter Is Not Registering Accurately >+2%

- 6.2.1. Where a request is made pursuant to section 6.1, Council must determine whether the water meter is registering accurately in accordance with the prescribed standard.
- 6.2.2. Where Council determines that the water meter is registering >+2% then the water meter is not registering accurately, and Council shall:
 - (a) refund the prescribed fee;
 - (b) refund water consumption charges calculated in accordance with section 6.4;
 - (c) Carry out any necessary actions to ensure the water meter is registering accurately in accordance with the prescribed standard before reinstalling the meter; or
 - (d) Install a replacement water meter which is registering accurately.

6.3. Water Meter Is Not Registering Accurately <-2%

- 6.3.1. Where a request is made pursuant to section 6.1, Council must determine whether the water meter is registering accurately in accordance with the prescribed standard.
- 6.3.2. Where Council determines that the water meter is registering <-2% then the water meter is not registering accurately, and Council shall:
 - (a) Carry out any necessary actions to ensure the water meter is registering accurately in accordance with the prescribed standard before reinstalling the meter; or
 - (b) Install a replacement water meter which is registering accurately.
- 6.3.3. The prescribed fee shall not be refunded; and
- 6.3.4. The property owner shall be fully responsible for water consumption charges.

6.4. Charges When Water Meter is Not Registering Accurately >+2%

- 6.4.1. If any water meter in use ceases to register or is determined by Council to be not registering accurately, Council may:-
 - (a) Estimate the period during which such water meter was not in working order;
 - (b) Calculate the deemed water consumption, using all reasonable information available to Council; and
 - (c) Refund the prescribed fee.
- 6.4.2. 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.
- 6.4.3. For the purpose of section 6.1 of this Policy, the "prescribed standard" for determining the accuracy of a water meter is as follows:-
 - (a) The authorised person must notify the occupier of the property that the water will be disconnected during the test;

- (b) The authorised person must then take a reading of the water meter being tested;
- (c) The authorised person must then connect a test meter known to meet the manufacturer's standard to the property meter and record the meter reading;
- (d) The authorised person must then run one hundred (100) litres of water at low flow rate as registered in the test meter through the tap which test meter is connected to. The property meter should then be read again;
- (e) The authorised person must then run one hundred (100) litres of water at medium flow rate as registered in the test meter through the tap which test meter is connected to. The property meter should then be read again;
- (f) The authorised person must then run one hundred (100) litres of water at full flow rate as registered in the test meter through the tap which test meter is connected to. The property meter should then be read again;
- (g) An average of all three readings is then calculated and if the reading from the property meter is within + or - 2% of 100 litres, the property meter is taken to be registering accurately.

6.5. Water Meter is Registering Correctly < +-2%

6.5.1. Where Council determines that the water meter is registering correctly:

- (a) the prescribed fee shall not be refunded; and
- (b) the property owner shall be fully responsible for water consumption charges.

6.6. Replacement of Water Meters

6.6.1. 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.

7. RELATIONSHIP WITH LEGISLATION

- *Water Act 2000*
- *Water Supply (Safety and Reliability) Act 2008*
- *Local Government Act 2009*

8. REVIEW DATE

January 2025

ATTACHMENTS

Nil