

Faulty Water Meter Policy

Policy Details

Policy Category	Council Policy
Date Adopted	20 th June 2024
Resolution Number	0624/004
Approval Authority	Council
Effective Date	1 st July 2024
Policy Version Number	5
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"> • Water Meter Test Application Form
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_CSF_002
2	30/6/2021	Council Resolution SM0621/014	
3	16/6/2022	Council Resolution SM0622/14	
4	22/06/2023	Council Resolution BM0623/004	
5	20/06/2024	Council Resolution 0624/004	

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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.

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

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 20 June 2024 by Council by Resolution 0624/004.

Mark Crawley
Chief Executive Officer