



Water Meters and Water Supply Policy

Date policy was adopted by Council:	28 October 2009
Resolution number:	343/09
Previous Policy review date:	Various – this is a consolidated policy
Next Policy review date:	May 2011
Reference number:	SF080616

1. OUTCOMES:

- To establish the requirements for the installation of water meters for premises including multi-unit residential developments. The Policy defines Council and owner responsibilities for the installation, ongoing responsibility and access to water meters.
- To have a standard approach to water meter readings, security of meters and water restrictions.

2. POLICY:

In accordance with Best Practice Management of Water Supply and Sewerage 2007, every dwelling (including flats and units whether strata titled or not) after 1st July 2007 shall be fitted with at least a 20mm Council approved water meter.

Water meters provided by Queanbeyan City Council will be either mechanical or electrical depending on location and ease of reading.

3. DEFINITIONS:

NIL

4. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS:

- Local Government Act 1993.
- Division 3 of Local Government Regulations 2005.
- Best Practice Management of water supply and sewerage guidelines which have been proclaimed under section 409(6) of the Local Government Act 1993.

5. CONTENT:

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1. WATER METERS

1.1 Retrofitting existing unit complexes

An application must be made to Council prior to the retrofitting of a multi flat or unit building. The application must include:

- endorsement by the body corporate of the property; and
- written advice from a qualified plumber that each proposed meter will measure all water used by the individual flats or units.

To encourage retrofitting, Council will supply free of charge a Queanbeyan City Council water meter, which shall be installed by a qualified plumber in a position which is suitable to Council. Council requires unobstructed access to the water meter. Water meters shall not be permitted in locked spaces such as rear courtyards or inside the flat or unit.

Once installed, the water meters remain the property of Queanbeyan City Council and will be used by Council in determining appropriate water charges.

1.2 Installing water meters in new multi-unit developments

The fact sheet (Attachment A) is for general information purposes only and is not a substitute for professional advice. All applications for individual water metering will be considered in accordance with the Council's Water Supply and Sewerage Service Standards – Standard 3500 (AS/NZ3500).

Each flat or unit in a multi-dwelling development must be individually metered to measure the water consumption using an approved Queanbeyan City Council water meter.

The installation of Queanbeyan City Council water meters to each unit will be a condition of development consent.

1.3 Optional installation – multi-tenanted commercial developments

It is optional for new multi-tenanted non-residential developments to separately meter units, except where these developments are strata titled. Units that consume a substantial proportion of the development's water may be metered separately from the remaining units.

Optional installation – developments with pre-July 2007 DA approval

Developments that received approval prior to 1 July 2007 are not required to separately meter each unit, but are strongly encouraged to do so.

1.4 Queanbeyan City Council responsibility for installation

Queanbeyan City Council will provide:

- One primary boundary water meter (where required)
- One water meter for each flat or unit
- Sufficient meters required for any common property water use
- A plastic meter box for each unit and common property water meter where the meter is to be located in a non-trafficable area, such as a garden bed or grassed area.

The installation of Queanbeyan City Council meters will be in accordance with the Queanbeyan City Council water and sewerage services connection and supply standard customer contract and any conditions listed in the Queanbeyan City Council water meter application form for individual meters.

1.5 Developer's responsibility for installation

It is the developer's responsibility to:

- engage a qualified person (such as a Hydraulic Consultant) to prepare a submission to Queanbeyan City Council that includes a meter location plan (*displaying the location of unit and common property meters*) and external services plan (*displaying the location of the boundary meter*)
- engage Queanbeyan City Council to install the service line (*from the water main to the boundary meter*) and all water meters. (A connection fee is payable to Council for connection to the water main)
- label plumbing pipes immediately downstream of the meter with the related unit number in the case of header or multi-storey arrangements
- provide a cabinet with accessible street frontage where the meter would otherwise be inaccessible, such as a gated courtyard
- ensure compliance with any applicable strata titles legislation
- ensure the water meters are protected and accessible. Queanbeyan City Council will provide a plastic meter box and lid. (*Queanbeyan City Council does not permit the meter to be located within a trafficable area, eg driveway or footpath. The meter needs to be located clear of these areas*).

1.6 Point of connection

The point of connection between Queanbeyan City Council's network and the Customer's plumbing system is the Queanbeyan City Council isolation valve immediately (within 1 metre) inside the boundary.

The customer is responsible for all plumbing pipes, fixtures and fittings downstream of the point of connection.

Location of water meters within a two unit development (dual occupancy)

A separate connection to the network water main is required for each unit. Both meters are to be installed inside and in close proximity to the property boundary in accordance with Queanbeyan City Council standards and guidelines.

1.7 Ownership of water meters

Queanbeyan City Council owns the primary boundary meter and common property water meters issued by Queanbeyan City Council. Queanbeyan City Council also owns the coupling on either side of the meter.

1.8 Security of water meters

In accordance with clause 155 of the Local Government Regulations 2005, the owner must ensure that the water meter is secured by an appropriate box, and if a lid is required, that it does not exceed Council's "manual handling" limit of 16kl. The meter must also be freely accessible without obstructions from shrubs, rubbish and dangerous dogs. Should a meter be located within an enclosed fence, a Council approved lock is available for purchase if the premises need to be locked.

2. READING, MAINTENANCE AND ACCESS TO WATER METERS

- All meters will be read quarterly, and where a large variance is identified in comparison to the last quarterly read then the meter read will be double checked for accuracy. Should the read prove accurate, then an advisory letter will be forwarded to the ratepayer.

- Council requires unobstructed access to water meters.
- Where an owner does not provide unobstructed access to a water meter. Council may direct the removal of such obstruction within 7 days. Failure to comply will result in Council carrying out remedial work at the owner's expense. Obstructions in this instance include shrubs, bushes, parked cars, rubbish, vicious dog etc.
- In cases where water meters are located within the enclosed boundary of a premise which requires locked security, then application may be made to Council for the purchase of an approved lock. Such locks must remain accessible to Council employees.
- Water meters will be read and billed quarterly by Queanbeyan City Council. Where a meter is found to be obstructed or defective, Council shall estimate the read in accordance with the Local Government Regulations 2005. That is, based on past usage particularly relevant to the same quarter in the previous year.
- Where an owner disputes the accuracy of a Council water meter, he/she may lodge the appropriate fee to require the meter to be calibrated/tested. Should the meter prove to be more than 3% inaccurate then Council will refund the fee and adjust the reading.
- Council reserves the right to replace an individual water meter at any time, but preferably every 10 years within Council's meter replacement program.
- Where an individual refuses to pay his/her water bill, Council as a last debt collection measure, may install a flow restriction device. Such a device once installed may only be removed by payment of a prescribed fee and any outstanding monies owing. The General Manager may authorise removal of such devices where health/sanitary conditions dictate such.

- Refer to Councils Dialysis Policy

4. WATER RESTRICTIONS

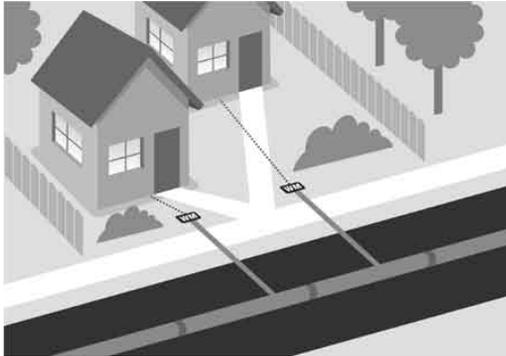
- Refer to Council's water restriction policy

6. PERFORMANCE INDICATOR

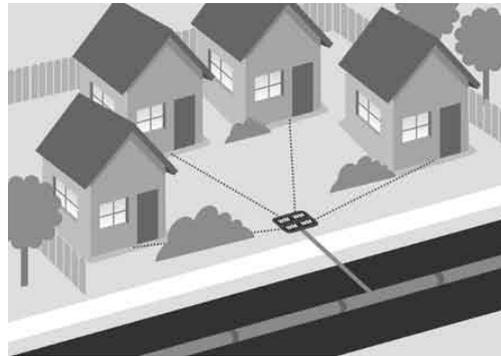
NIL

ATTACHMENT A

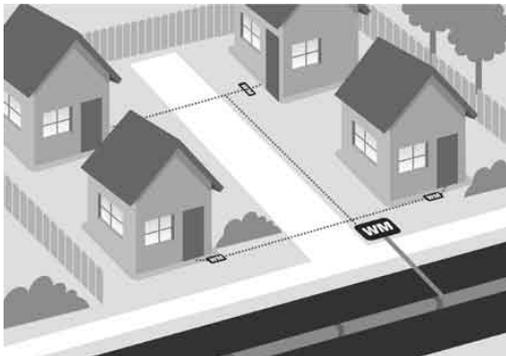
Water Metering of new multi –unit developments



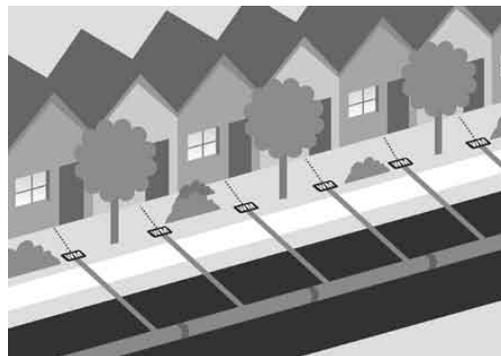
Two-unit meter layout



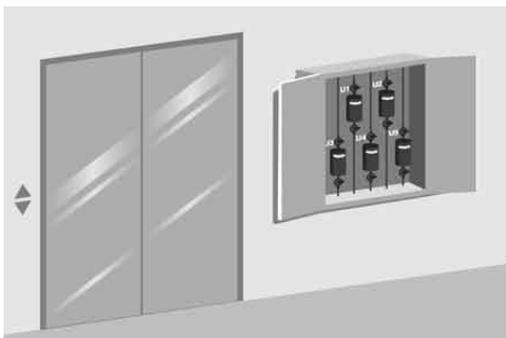
Header water meter layout



In-series water meter layout



Street frontage water meter layout



Meter cabinet located on each floor of
multi-storey developments

POLICY:-	
Policy No:	
Policy Title:	Policy for Water Meters and Water Supply
Date Policy was adopted by Council:	28 October 2009
Resolution Number:	343/09
Previous Policy Review Date:	Various – this is a consolidated policy
Next Policy Review Date:	May 2011
PROCEDURES/GUIDELINES:-	
Date Procedure/Guideline (if any) was developed:	NIL
RECORDS:-	
Container Reference in TRIM: Policy	SF080616
Container Reference in TRIM: Procedure	NIL
Other locations of Policy:	Intranet (linked to TRIM Container)
Other locations of Procedures/Guidelines:	Intranet (linked to TRIM Container)
DELEGATION (if any):-	
RESPONSIBILITY:-	
Draft Policy developed by:	Revenue Accountant
Committees (if any) consulted in the development of the Draft Policy:	NIL
Responsibility for Implementation:	Revenue Accountant
Responsibility for Review of Policy:	Revenue Accountant

INTEGRATED PLANNING FRAMEWORK:	
Community Strategic Plan:	Strategic Priority No.
Delivery Program Title:	
Operational Plan:	Program No.

Senior Authorising Officer	Position General Manager	Signature/Date  28 October 2009
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ACTION	COUNCIL MEETING DATE	RESOLUTION NUMBER	REPORT ITEM NUMBER
NEW/RECONFIRMED/ AMENDED			
New – Water Meter Reads	8 September 2006	510	
New – Dialysis Machines	16 February 1989		
Retrofitting	17 May 2008	553	
New – Consolidated Policy	28 October 2009	343/09	Item 13

DATE REVIEWED	REVIEWER POSITION	REVIEWER NAME