

1. Policy Intent

To outline the processes that Tablelands Regional Council (TRC) will follow to ensure that all properties connected to the reticulated water supply are metered and that all connections comply with relevant legislation and Australian Standards.

2. Scope

This Policy applies to all land and premises connected to the TRC reticulated water supply networks.

3. Definitions

Resident – Property owners and tenants who reside in a property in the declared water service area

Primary Water Meter – A device and related equipment that measures the volume of water supplied

Sub-Meter – A device and related equipment that measure the volume of water supplied to an individual property in a multi-unit property

The Owner – The landowner and / or managing agent of the property that has written authority to act on behalf of the owner/landowner.

4. Policy Statement

TRC requires all properties that are connected to the reticulated water supply network to have a primary meter installed and maintained in accordance with this policy, relevant legislation, and Australian Standards.

From 1 January 2008 the *Queensland Plumbing and Wastewater Code (QPWC)* requires *sub-meters* to be installed in all **new multi-unit properties (MUPs)**. The QPWC is not retrospective for properties constructed prior to that date. All sub-meters must be installed in accordance with this Policy and the Tablelands Regional Council Sub-metering Installation Guide.

4.1 Ownership and Responsibilities

4.1.1 TRC owns the primary meter and sub-meters that are used for billing purposes and is responsible for reading, maintaining and replacing these devices.

4.1.2 Responsibility for pipework, plumbing and fittings downstream of the primary meter shall remain with the property owner.

4.2 Reading of Water Meters

4.2.1 TRC will read the primary and sub-meters at least twice a year for billing purposes or as otherwise required.

4.2.2 If a water meter cannot be accessed, TRC will attempt to contact the resident to organise a suitable time to read the meter.

4.2.3 If TRC has not received contact from the resident within five (5) business days, TRC will calculate an estimated water consumption using one of the following methods:

- Average the water consumption over a period of 3 years.
- Use a deemed consumption as per the Water Usage Concession Policy
- An estimate as determined by TRC if and average cannot be calculated.

4.2.4 Any adjustments required following subsequent meter reading will be made in the next issued Rate Notice.

4.3 Replacement of Water Meters

4.3.1 Water meter replacement depends on the condition and specifications of each individual meter and will be determined at the sole discretion of TRC.

4.4 Faulty or Broken Water Meters

4.4.1 TRC will be responsible for the cost of the repair or replacement of all water meters that are deemed faulty due to deterioration or general wear and tear.

4.4.2 If a meter is proven to be damaged by the resident, the resident must pay for the repair or replacement of the meter as per the TRC Fees and Charges Schedule.

4.4.3 Should a meter be found to be faulty or broken, usage for the billing period will be levied based on an estimated water consumption using one of the following methods:

- Average the water consumption over a period of 3 years.
- Use a deemed consumption as per the Water Usage Concession Policy
- An estimate as determined by council if and average cannot be calculated.

4.4.4 Any adjustments required following subsequent meter reading will be made in the next issued Rate Notice.

4.5 Water Meter Accuracy Testing

If a resident or property owner is concerned that their water meter is not functioning correctly, they may request that it be tested by TRC. The process for requesting a meter test is as follows:

4.5.1 A request must be made by completing the Water Meter Accuracy Test Application form which is accessible from Customer Service Centres or the TRC Website.

4.5.2 Once the completed application form is received, TRC will respond within five (5) business days to arrange a time with the Applicant to test the water meter.

4.5.3 After the meter test takes place, the Applicant will receive the results (Certificate of Water Meter Accuracy) within 10 business days.

4.5.4 Meter testing will be carried out by authorised TRC employees and be in accordance with the Water Services Association of Australia, Compliance Testing of In-Service Water Meters Code of Practice, WSA 11-2012.

4.5.5 If the test determines that the meter is not functioning correctly the meter will be replaced at no cost to the owner.

- 4.5.6 Should a meter be found to be inaccurate or to have stopped, usage for the billing period will be levied based on an estimated water consumption using one of the following methods:
- Average the water consumption over a period of 3 years.
 - Use a deemed consumption as per the Water Usage Concession Policy
 - An estimate as determined by council if an average cannot be calculated.
- 4.5.7 A meter is deemed to be accurate if the reading is within 5% (+ or -) of the actual quantity of water passing through it.

4.6 Disconnection of Primary Water Meters

- 4.6.1 TRC may at any time disconnect any primary water meter for the purposes of maintenance or determining its accuracy and where possible will provide suitable notice to the resident of the property.

5. Communication and Distribution

TRC will make the Water Meter Policy available to the public on our website at www.trc.qld.au

6. References

- Queensland Plumbing and Wastewater Code 2019
- Water Services Association of Australia, Compliance Testing of In-Service Water Meters Code of Practice, WSA 11-2012.
- Water Usage Concession Policy.

7. Responsibility

Council is responsible for the adoption, amendment and repeal of the policy and the Chief Executive Officer is responsible for the development and amendment of any associated procedures and guidelines relevant to the policy.

8. Review

It is the responsibility of the Manager Water & Waste to monitor the adequacy of this policy and recommend appropriate changes. This policy will be formally reviewed every three years or as required by Council.

This policy is to remain in force until otherwise amended/repealed by resolution of Council.