



Gladstone Regional Council

Council Policy

Title	WATER METER POLICY
Policy Number	P-2015/33
Responsible Directorate	ENGINEERING SERVICES
Responsible Officer	MANAGER WATER SERVICES
Date of Adoption	17 NOVEMBER 2015
Resolution Number	G/15/2649
Date Review Due	17 NOVEMBER 2018

1.0 PURPOSE:

The Queensland Plumbing and Wastewater Code (QPW code) mandates the installation of sub meters in all multi-unit developments and some non residential premises constructed after 1 January 2008. The QPW code also provides for the installation of water meters, which can measure the supply of water to complexes as a whole.

The purpose of this policy is to:

- Outline the process that Council will follow to ensure that all properties accessing water from Council's water reticulation system are metered and that prompt action is taken to rectify faulty or broken water meters;
- Provide a framework for the sub metering of individual units/lots within new or existing developments;
- Enhance the effectiveness of Council's 'pay for use' water charging system by permitting pay for use for all consumers/customers;
- Increase customer/consumer awareness of water consumption and the contribution they can make to its reduction.

This policy is complemented by the Sub-Metering Technical Specification which provides technical information on the type of, and installation requirements of, water meters to meet Council's standards.

2.0 SCOPE

Council, as a Water Services Provider, requires any premises meeting the criteria below and drawing a water supply from Gladstone Regional Council to have sub meters installed in accordance with this policy:

- Each lot within a community title scheme, including the common property;

- The sole occupancy unit of a Class 2, 4, 5, 6, 7 and 8 building in a Water Service Providers Area; and
- Each storey of a Class 5 building in a Water Service Provider's Area when the building consists of more than one storey and sole occupancy units are not identified at the same time of the building's compliance assessment.

Note that duplexes which are part of a community title scheme will need to comply with the policy.

This policy does not apply to the following:

- Other duplexes (Building Class 1a) which do not require sub-meters under the legislation.
- Existing complexes (approved prior to January 2008) which are exempt from the provisions of this Policy as it is accepted that it may be impractical to sub meter all units/lots in existing complexes.

Whilst it is optional whether an existing complex (approved prior to January 2008) elects to install sub meters, if they elect to do so all associated costs will be the responsibility of the property owners and the relevant conditions of this Policy will then apply.

3.0 RELATED LEGISLATION

- Water Act 2000
- Water Regulation 2002
- Building Act 1975
- Building Regulations 2006
- Sustainable Planning Act 2009
- Plumbing and Drainage Act 2002
- Standard Plumbing and Drainage Regulation 2003
- Public Health Act 2005
- Water Efficiency Labelling and Standards Act 2005
- Building Code of Australia
- Plumbing Code of Australia
- Australian and New Zealand Design Standards
- Australian Technical Specification

4.0 RELATED DOCUMENTS

Gladstone Regional Council Meter Application Form
Gladstone Regional Council Sub Metering Technical Specifications

5.0 DEFINITIONS

To assist in interpretation of this policy the following definitions apply:

- **AMR** means *Automatic Meter Reading*

- **Body Corporate** has the meaning assigned by the *Body Corporate and Community Management Act 1997*.

- **Customer** means owners of property within the Gladstone Regional Council area who have property connected to the reticulated water supply.

- **Common Property** for a community titles scheme is, freehold land forming part of the scheme land but not forming part of a lot included in the scheme. For the purposes of multi sole occupancy units of Class 2, 4, 5, 6, 7 and 8 buildings and each storey of Class 5 buildings, it is freehold land forming part of the complex under the control of the complex manager but not forming part of an individual lot/unit.

- **Community Titles Scheme (CTS)** has the meaning assigned by Section 10 of the *Body Corporate and Community Management Act 1997*.

- **Complex** includes all Community Titles Schemes and multi sole occupancy units of Class 2, 4, 5, 6, 7 and 8 buildings and each storey of Class 5 buildings.

- **Council** means the Gladstone Regional Council.

- **Developer** means a corporation or body of persons or an individual, who constructs a development in which the houses/units form part of a complex that can be sold to individual owners.

- **Existing Developments** means any development approved by the Water Services Provider prior to 1 January 2008.

- **Master Meter** means the primary meter installed on the line between a property's water connection to the reticulation system and the sub meters used to register the total water consumption of the complex.

- **New Development means** any complex approved by the Water Service Provider after 31 January 2008.

- **Sub meter** means water meters within multi-unit complexes installed after the Master Meter.

- **Sub metering** means the activity of installing individual water meters to measure water consumption to individual houses, units, flats or apartments that form part of a complex.

- **Unit means** a house, unit, flat commercial space, lot of land or an apartment within a complex.

- **Water meter** means the device, including equipment related to the device, for measuring the volume of water supplied to premises. An example of equipment related to the device is a pulse meter or an automatic meter reader and associated technology or similar devices.

- **Water Service Provider** as defined in the Water Act and for the purposes of this Policy is Gladstone Regional Council.

- **Water Service Providers Area** this refers to the areas where Council provides a drinking water supply and is specifically defined in detail in Council's Local Government Infrastructure Plan (LGIP).

6.0 POLICY STATEMENT:

6.1 Aim

Council aims to ensure compliance with the Queensland Plumbing and Wastewater (QPW) code for all parties when dealing with the installation, maintenance and ownership of water meters in the Council area.

6.2 Commitment

Water supply to premises must be fitted with a device (water meter) to measure the amount of water supplied to the premises.

The water meter must be located so that it is easy to read and maintain.

The water meter must be properly maintained.

6.3 Connection of Meters and Sub-Meters

All properties connected to Council water supply are to be metered.

Council approved meters are to be installed by Council or a licenced plumber in accordance with Council's Sub Metering specifications.

6.4 Application Process

Council uses a standard application and approval process to manage the installation of meters and sub meter. The form will be available on the Council Website.

6.5 Ownership and Maintenance of Meters and Sub-Meters

Once the installation of meters or sub-meters has been certified by Council, Council will assume ownership of the meters and/or sub-meters and any attached equipment such as automatic meter reading units. The Developer remains responsible for any defects in the materials or equipment or maintenance of meters or sub-meters for a period of twelve months after the date of certification (The **defects liability period**).

Council will be responsible for the reading and testing of the sub meters during the **defects liability period**.

The Water Services Provider may also elect to replace sub meters at any reasonable time at no charge to the developer, complex manager, body corporate or property owner provided replacement is not required as a result of action or inaction by the developer, complex manager, body corporate or property owner. The complex manager/ body corporate of the complex will be advised by Council prior to any such replacement occurring.

6.6 Broken or Faulty Water Meters and Sub-Meters

The cost of repairs or replacement of meters and/or sub-meters that are deemed to be faulty as a result of deterioration or general wear and tear will be replaced at no cost to the customer.

The cost of repairs or replacement of meters and/or sub-meters damaged or broken by careless or deliberate acts is the responsibility of the owner or individual unit owner respectively.

6.7 Water Meter and Sub-Meter Testing

Any person who is dissatisfied with the reading indicated by the meter and/or sub-meter attached to their water supply may, by lodging the appropriate form and fee with Council, request that the meter be tested.

The fee for testing water meters and sub-meters shall be set by Council and may be found in Council's schedule of fees and charges.

If the test determines that the meter or sub-meter is inaccurate the testing fee shall be refunded and the water meter will be replaced at no cost to the owner or occupier.

If the test determines that the meter or sub-meter is accurate the testing fee shall not be refunded and will be retained by Council.

A meter or sub-meter will be deemed to be accurate if the reading is within five percent (5%) (+-) of the actual quantity of water passing through it.

6.8 Meter or Sub-Meter Registering Inaccurately

If any water meter or sub-meter supplied by the Council is found to be inaccurate, the Council will adjust the related water billing account by determining an estimate of the amount of water supplied as follows:

- Total Water Consumption / Total days in two billing cycles = Daily Average Consumption
- Daily average consumption x the billing cycle tariff = Total Amount Due

6.9 Disconnect Meter or Sub-Meter for Test

The Council may at any time disconnect any meter or sub-meter in use for the purpose of determining the accuracy of the working of such meter, or for maintenance of such meter.

6.10 Billing

Council will charge the owner for water supplied through each sub-meter and will charge the complex manager/body corporate of the complex for any water used in the common property in accordance with its current billing policy.

7.0 ATTACHMENTS:

Nil

8.0 REVIEW TRIGGER:

This policy will be reviewed when any of the following occur:

1. The related legislation/documents are amended or replaced.
2. Other circumstances as determined from time to time by a resolution of Council
3. Periodic Review – 3 years from date of adoption.

TABLE OF AMENDMENTS		
Originally Adopted	17 NOVEMBER 2015	G/15/2649
Amendment 1	<INSERT DATE COUNCIL MEETING>	<INSERT RESOLUTION NUMBER>
Amendment 2	<INSERT DATE COUNCIL MEETING>	<INSERT RESOLUTION NUMBER>
Amendment 3	<INSERT DATE COUNCIL MEETING>	<INSERT RESOLUTION NUMBER>

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STUART RANDLE
CHIEF EXECUTIVE OFFICER