



STRATEGIC POLICY  
**MOUNT ISA CITY COUNCIL**  
**Water Meter Policy**

RESOLUTION NO. **OM23/11/19** VERSION **V2**

**APPLIES TO STRATEGIC POLICIES ONLY**

This an official copy of the **Water Meter Policy**, made in accordance with the provisions of *Local Government Act 2009, Local Government Regulation 2012, Water Supply (Safety & Reliability) Act 2008, Water Act 2000* and current Council Policies.

Strategic policies are adopted by Council due to its desire to influence the direction of an issue or assist in the delegated decision making of Council officers. Strategic policies should follow the jurisdiction provided to Council through its Corporate Plan; the **Water Meter Policy** is approved by the Mount Isa City Council for the operations and procedures of Council.

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 Sharon Ibardolaza  
**Chief Executive Officer**

DOCUMENT VERSION CONTROL				
Governance/Policies/Strategic Doc ID # 26391			POLICY TYPE	Strategic (Council)
VERSION	DATE	RESOLUTION NO.	DETAILS	
V1	10.10.2018	OM11/10/18	Responsible Officer – Manager Compliance and Utilities Services	
V2	03.06.2019	OM23/11/19	Responsible Officer – Manager Compliance and Utilities Services	
			<b>REVIEW DUE</b>	07.2021

DISTRIBUTION AND DISSEMINATION			
Internal email to all employees	<b>X</b>	Section meetings / Toolbox talks	<b>X</b>
Internal email to all Councillors		Included in employee inductions	
Staff noticeboards		Uploaded to Council website	<b>X</b>
Internal training to be provided		External training to be provided	
Registered in Magiq	<b>X</b>		



**1. PURPOSE**

To outline the processes that Mount Isa City Council (“Council”) will follow to ensure that all properties accessing water from the reticulated water supply are metered and that appropriate action is taken to ensure all connections comply with the appropriate Acts and Regulations.

**2. COMMENCEMENT**

This Policy will commence on and from 20 November 2019. It replaces all other policies or arrangements governing water meter policies (whether written or not).

**3. APPLICATION**

This Policy applies to all land and premises with water connections within Mount Isa City Council’s declared water service areas.

**4. RESPONSIBILITIES**

4.1 Mount Isa City Council responsibility

4.1.1 Council own the in-service water meter that measure the water that a customer uses and are responsible for reading and maintaining these devices.

4.2 Customer responsibility

4.2.1 Ensuring that there is an authorised connection to the Council water main;

4.2.2 Ensuring a licenced plumber is used for any works or repairs on the customer’s side of in service water meter;

4.2.3 Protecting the in-service water meter from damage;

4.2.4 Keeping the area around the in-service water meter clear so Council can access and read it clearly;

4.2.5 Report any damages or leak that may occur to the in-service water meter on the inflow side or on the body of the in-service water meter.

**5. READING, MAINTAINING OR REPLACEMENT OF AN IN-SERVICE WATER METER**

5.1 Reading, Maintaining or Replacement of an In-Service Water Meter.

5.1.1 Council reads the in-service water meter at least twice a year or as required.

5.1.2 If access to the in-service water meter cannot be obtained, Council will leave a notice at the property advising to contact Council and organise a suitable time to read the in-service water meter.

5.1.3 If Council has not received contact within five (5) business days after the issue of the notice at the property, a letter will be mailed to the owner of the property advising to contact Council and organise a suitable time to read the in-service water meter.

5.1.4 If Council has not been contacted within five (5) business days after the issue of the letter to the property owner, Council will calculate the average water consumption over the previous three (3) water readings and use that as the chargeable amount.

5.1.5 Once access is obtained and the in-service water meter is read, any necessary adjustments will be adopted, using the actual read to ensure the customer has only been billed for what they have used within the next Water Consumption Notice.

5.1.6 Council has a proactive program maintenance program for in service water meters. It is an ongoing program that ensures in-service water meter readings remain as accurate as possible.

5.1.7 Water meter replacement depends on the condition and specifications of each individual meter.

**6. FAULTY OR BROKEN WATER METERS**



- 6.1 Council will be responsible for the cost to repair or replace meters that are deemed faulty due to deterioration or general wear and tear; and
- 6.2 If a meter is damaged by the careless or deliberate acts of a resident, the resident must enter into a private works agreement with Council, for Council to repair or replace the meter at the resident's expense.
- 6.3 Should a meter be found to be faulty or broken, usage for the billing period will be levied based on the historical use of the property.

#### **7. IN SERVICE WATER METER ACCURACY TEST**

- 7.1 If a resident or property owner is concerned that their in-service water meter is not functioning correctly, they may request that it be tested by Council at their expense as per Council's adopted Fees and Charges for the current financial period. Fees and charges for the testing of water meters are based per meter to be tested.
- 7.2 The request must be made by completing the Water Meter Accuracy Test Application which is accessible from Customer Service or Council's Website.
- 7.3 Once Council receives the completed application form, and the relevant fee has been paid, Council will respond within five (5) business days to arrange a time with the Applicant to test the water meter. After the accuracy test takes place, the applicant will receive the results (Certificate of Water Meter Accuracy) within 10 business days.
- 7.4 All on site testing will be carried out by a licenced plumber employed by Mount Isa City Council, in accordance with the Water Services Association of Australia, Compliance Testing of In- Service Water Meters Code of Practice, WSA 11-2012. The Council Team Leader of Water and Sewer Services, will make all determinations in regard to section 7.5.
- 7.5 If the test determines that the meter is not functioning correctly:
  - a) The testing fee will be refunded;
  - b) The meter will be replaced at no cost to the owner within 20 business days;
- 7.6 Should a meter be found to be in-accurate or to have stopped, usage for the billing period will be levied based on the historical use of the property.
- 7.7 A meter is deemed to be accurate if the reading is within 5% (+ or -) of the actual quantity of water passing through it.
- 7.8 Testing that is required to be carried out by a NATA Certified Laboratory will be organised through Council. Council will nominate the facility that will carry out this function.
- 7.9 It is recommended that the owner of the property check for leaks throughout the property before a request for an in-service water meter accuracy test is applied for.

#### **8. COUNCIL MAY DISCONNECT METER FOR TESTING**

- 8.1 Council may at any time disconnect any water meter for the purposes of maintenance or determining its accuracy and where possible, suitable notice will be given to the resident of the said property.

#### **9. UPGRADING AND DOWNGRADING IN-SERVICE WATER METERS**

- 9.1 **Owners of Residential Categories 1 to 3** that are requesting an In-Service Water Meter to be changed in size are required to complete a Water Service Application form. Once Council receives the form, Council will assess the application and supply the applicant with a quotation within 10 business days. Once the owner has paid the quotation amount, the installation of the in-service water meter will be organised through Council.
- 9.2 **Owners of Residential Categories 4 to 6** that are requesting an In-Service Water Meter to be changed in size are required to complete the following:



- a) Engage a Licensed Plumber to conduct a hydraulic review of their metering and water arrangements on the property, and have the Licensed Plumber complete Section 1 of a Hydraulic Review form; and,
- b) Submit the Hydraulic Review Form with a completed Water Service Application Form to Council for assessment.
- c) If the application is not compliant with the Acts and Regulations the property owner will be advised in writing within 10 business days from date of when the application was received by the Water and Sewer Department.
- d) If the application is compliant with the Acts and Regulations and the owner has paid the quotation amount, the installation of the In-Service Water Meter will be organised through Council.

**9.3 Owners of Residential Categories from 7 to 10 and Commercial Categories 11 to 80** are required to engage a recognised professional hydraulic engineer complete a hydraulic review of their metering and water arrangements. Council also requires an inspection to be completed on the property by the hydraulic engineer in regards to fire systems that may be required on the property. If the hydraulic review and inspection shows that it is feasible to change the size of the In-Service Water Meter:

- a) The owner must complete a Water Service Application Form,
- b) Attach the completed Hydraulic Review Form to a Water Service Application Form.
- c) Once Council receives these forms, Council will assess the application and supply the applicant with a quotation within 10 business days if the application complies with the appropriate Acts and Regulations.
- d) If the application is not compliant with the Acts and Regulations the property owner will be advised in writing within 10 business days from when the application was received to the Water and Sewer Department
- e) If the application is compliant with the Acts and Regulations and the owner has paid the quotation amount, the installation of the In-Service Water Meter will be organised through Council.

## **10. SUB-METERING**

- 10.1 An in-service water meter is to remain in situ if sub meters are to be installed.
- 10.2 If owner of a property considers that the existing in-service water meter is of the incorrect size the process outlined in section 9 of this Policy must be completed.
- 10.3 The installation of sub meters after Council's in-service water meter is to be carried out by a licenced plumber at the owner's cost. The appropriate application must be completed before any work is commenced.
- 10.4 Council is only responsible for reading the in-service water meters only.

## **11. DISADVANTAGED WATER PRESSURE AREAS**

- 11.1 Properties that are within Breakaway Estate which is a reduced water pressure area and require the use of water storage tanks and water pumps to supply water to the water fixtures/infrastructure on the property, are not eligible for any remissions regarding Water Access Charges. Please refer to Council's Water and Wastewater Customer Service Standards for the Mount Isa City service area.

## **12. VARIATIONS**

- 12.1 This policy is to remain in force until any of the following occur;
  - a) The related information is amended/ replaced; or



b) Other circumstances as determined from time to time by Council.

**13. COMMUNICATION AND DISTRIBUTION**

13.1 Council will make available to the public, the Water Meter Policy on our website at [www.mountisa.qld.gov.au](http://www.mountisa.qld.gov.au).

13.2 Supervisors will ensure the policy is distributed as per the Distribution and Dissemination table on this policy.

**14. DEFINITIONS**

- a) **Resident** – Property owners and tenants who reside in a property in the water service area
- b) **In-Service Water Meter** – A device and related equipment that measures the volume of water supplied, owned by Mount Isa City Council
- c) **Recognised professional person with experience** – A plumber who has a current open plumbing licence supplied by the Queensland Building and Construction Commission; or Water Hydraulic Engineer
- d) **Residential Categories** – As described in Council’s adopted Revenue Statement.
- e) **The Owner** – The land owner and / or managing agent of the property that has written authority to act on behalf of the owner/landowner
- f) **Hydraulic Review** – A hydraulic review assesses a property’s water use requirements to determine the proposed water meter size

**ASSOCIATED LEGISLATION AND POLICIES**

- *Water Supply (Safety & Reliability) Act 2008*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- Revenue Statement
- *Water Act 2000*
- Plumbing Code of Australia
- Services Association of Australia, Compliance Testing of In- Service Water Meters Code of Practice, WSA11-2012
- Concealed Water Leak Remission Policy
- Water and Wastewater Customer Service Standards – September 2015