



# Upgrading/Downgrading For Service Water Meters Application Pack



**Contents:**

- Water Meter Policy
- Application for Water Service
- Hydraulic Review Form

### Office Use Only

**Section 1 – Differential Rating Category 4 to 6**

The following **must** be completed/attached on submission:

**Application for Water Service Form**

Applicants Details <input type="checkbox"/>	Service Details <input type="checkbox"/>
---	--

**Hydraulic Review Form**

Property Owner Details <input type="checkbox"/>	Property Site Details <input type="checkbox"/>
Pipe Sizing Calculation Attached <input type="checkbox"/>	Plan for Water & Fire Supply Attached <input type="checkbox"/>
Signed by Licenced Plumber <input type="checkbox"/>	Copy of Plumbers Qualification/Licence Attached <input type="checkbox"/>

**Section 2 – Differential Rating Category 7 to 10 & 11 to 80**

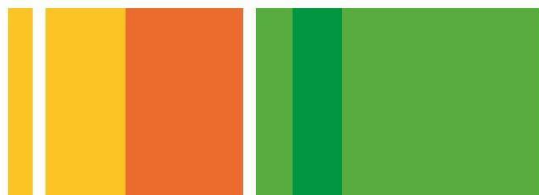
The following **must** be completed/attached on submission:

**Application for Water Service**

Applicants Details <input type="checkbox"/>	Service Details <input type="checkbox"/>
---	--

**Hydraulic Review Form**

Property Owner Details <input type="checkbox"/>	Property Site Details <input type="checkbox"/>
Person Carrying out Hydraulic Review Details Complete <input type="checkbox"/>	Copy of Qualification/Licence of the person conducting the Hydraulic Review <input type="checkbox"/>
All Questions in Section 2 Answered <input type="checkbox"/>	Plan for Water & Fire Supply Attached <input type="checkbox"/>
Signed by Registered Hydraulic Engineer <input type="checkbox"/>	



**Mount Isa City Council**  
PO Box 815  
MOUNT ISA QLD 4825

**p.** 07 4747 3200  
**f.** 07 4747 3209  
**e.** [city@mountisa.qld.gov.au](mailto:city@mountisa.qld.gov.au)



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.

.....  
 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



## APPLICATION FOR WATER SERVICE

APPLICANT DETAILS						
Applicant Name				Date		
Postal Address				State	Post Code	
Contact Number				Mobile		
Email Address				Differential Rating Category		
Subject Property	Address:					
	Lot Number:		Plan Number:			

SERVICE DETAILS						
Proposal of Service	<input type="checkbox"/> New Connection of Service		<input type="checkbox"/> Removal of Existing Service			
	<input type="checkbox"/> Modification of Existing Service		<input type="checkbox"/> Relocation of Existing Service			
Details of Connection or Removal	<input type="checkbox"/> 20mm service		<input type="checkbox"/> 40mm service		<input type="checkbox"/> 100mm service	
	<input type="checkbox"/> 25mm service		<input type="checkbox"/> 50mm service		<input type="checkbox"/> 150mm service	
	<input type="checkbox"/> 32mm service		<input type="checkbox"/> 80mm service			
	<b>Note:</b> Categories 4 to 80 require a Hydraulic Review Form to be completed					
Details of Modification of Existing Service	FROM:	_____ mm service	TO:	_____ mm service		
Maximum Peak Flow Demand Required						
Reason for Connection / Removal / Upgrade / Relocation:						
Sketch showing the position of the proposed connection / removal / upgrade / relocation: (Only required for properties under differential rating category 1 to 3)						
Applicant's Signature				Date		







OFFICE USE ONLY			
RECEIVING OFFICER TO COMPLETE			
Date Received		Received By	
RECORDS OFFICER TO COMPLETE			
Magiq ID		Officer Name	
Date Task Was Allocated to the Water & Sewer Department		/	/
WATER AND SEWER OFFICER TO COMPLETE			
Officer Name		Date	
Sketch Included	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Is the new water connection outside Council's watered area?	<input type="checkbox"/> Yes <input type="checkbox"/> No    if YES, resolution no:		
Capacity to handle extra load:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable If NO, reason:		
Recommended for approval:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable If NO, reason:		
Recommending Officer		Position	
Approved	<input type="checkbox"/> Yes <input type="checkbox"/> No (Application can only be approved by the Director / Manager Compliance and Utilities Services)		
Signature		Date	

**PRIVACY STATEMENT**

Mount Isa City Council is collecting your personal information on this form to order to comply with its responsibilities and obligations as a Local Government. The information will only be accessed by authorised Council employees, who have a legitimate need for the information to process applications, requests etc. Your personal information will not be given to any other person or agency unless you have given us permission to do so or we are required to do so by law.







## HYDRAULIC REVIEW FORM

*This form is to be attached to the completed Water Service Application Form with all required documents and plans attached.*

Property Owner Details			
Property Owner			
Postal Address			
Email Address			
Phone		Mobile	

Property Site Details			
Property Address			
Assessment Number			
Lot & Plan Number		Differential Rating Category	

Person Carrying Out Hydraulic Review Details			
Company			
Name			
Postal Address			
Email Address			
Phone		Mobile	
Qualification/Licence		Photocopy Attached	Yes <input type="checkbox"/>

Section 1 – Applies to properties in Differential Rating Categories from 4 to 6 (To be completed by Licenced Plumber Engaged by the Owner )			
Pipe Sizing Calculation Completed and Attached	Yes <input type="checkbox"/>		
Plan attached of the water and fire supply for the above mentioned property	Yes <input type="checkbox"/>		
I _____, Qualification/Licence Number _____, Hereby certify that the above mentioned property is able to be serviced by a size _____ mm water meter.			
<b>Signature</b>		<b>Date</b>	

**If your property is in Differential Rating Categories 7 to 10 or 11 to 80 please turn over to complete Section 2**





**Section 2 – Applies to properties in Differential Rating Categories from 7 to 10 and 11 to 80  
(To be completed by Certified Hydraulic Engineer Engaged by the Owner)**

The National Construction Code via the Building Act 1975 requires firefighting services to be provided in buildings. A summary of the requirement is;

- A Fire Hydrant System must be provided to serve a building having a floor area greater than 500m<sup>2</sup>.
- A Fire Hose Reel System must be provided where an internal hydrant system is installed or where there are no internal hydrants to serve any fire compartment that is greater than 500m<sup>2</sup> in floor area.

Complies <input type="checkbox"/>	Does Not Comply <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
-----------------------------------	--	---

**Fire Hydrants**

AS 2419.1 – Fire Hydrant Installations requires that a feed hydrant must provide a minimum flow of 10L/s @ 200 KPA. The standard is based on available supply “at the point of connection” with certain calculations based on the 95<sup>th</sup> percentile of available supply. If the available supply does not provide sufficient pressure and flow, the obligation is on the building owner to incorporate pumps and/or tanks to facilitate sufficient water for firefighting.

Complies <input type="checkbox"/>	Does Not Comply <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
-----------------------------------	--	---

**Fire Hose Reels**

AS 2441 – Installation of fire hose reels requires that where a fire hose reel system is connected to a metered supply, **the supply from the town mains shall have a minimum nominal diameter of not less than DN25.**

Complies <input type="checkbox"/>	Does Not Comply <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
-----------------------------------	--	---

**Queensland Development Code MP6.1 – Maintenance of Fire Safety Installations**

The QDC requires prescribed fire safety installations for a building to be maintained to ensure that building’s fire safety installations perform to a standard no less than which they were originally required to meet. The obligation falls to the owner of the building to have regular maintenance of the system to ensure compliance.

Complies <input type="checkbox"/>	Does Not Comply <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
-----------------------------------	--	---

Plan attached of the water and fire supply for the above mentioned property	Yes <input type="checkbox"/>
---	------------------------------

I \_\_\_\_\_, Registered Hydraulic Engineer Licence Number \_\_\_\_\_, Hereby certify:.

- I have personally inspected the abovementioned property; and
- The abovementioned property is able to be served by a size \_\_\_\_\_ mm water meter.

<b>Signature</b>		<b>Date</b>	
------------------	--	-------------	--

*This form or your written application with all required information included can be lodged with Council;*

- By email on [city@mountisa.qld.gov.au](mailto:city@mountisa.qld.gov.au); or
- In person at Council’s administration building at 23 West Street, Mount Isa; or
- By mail, addressed to the CEO, Mount Isa City Council, PO Box 815, Mount Isa QLD 4825

OFFICE USE ONLY – RECEIVING OFFICER TO COMPLETE	
Date Received	Received by

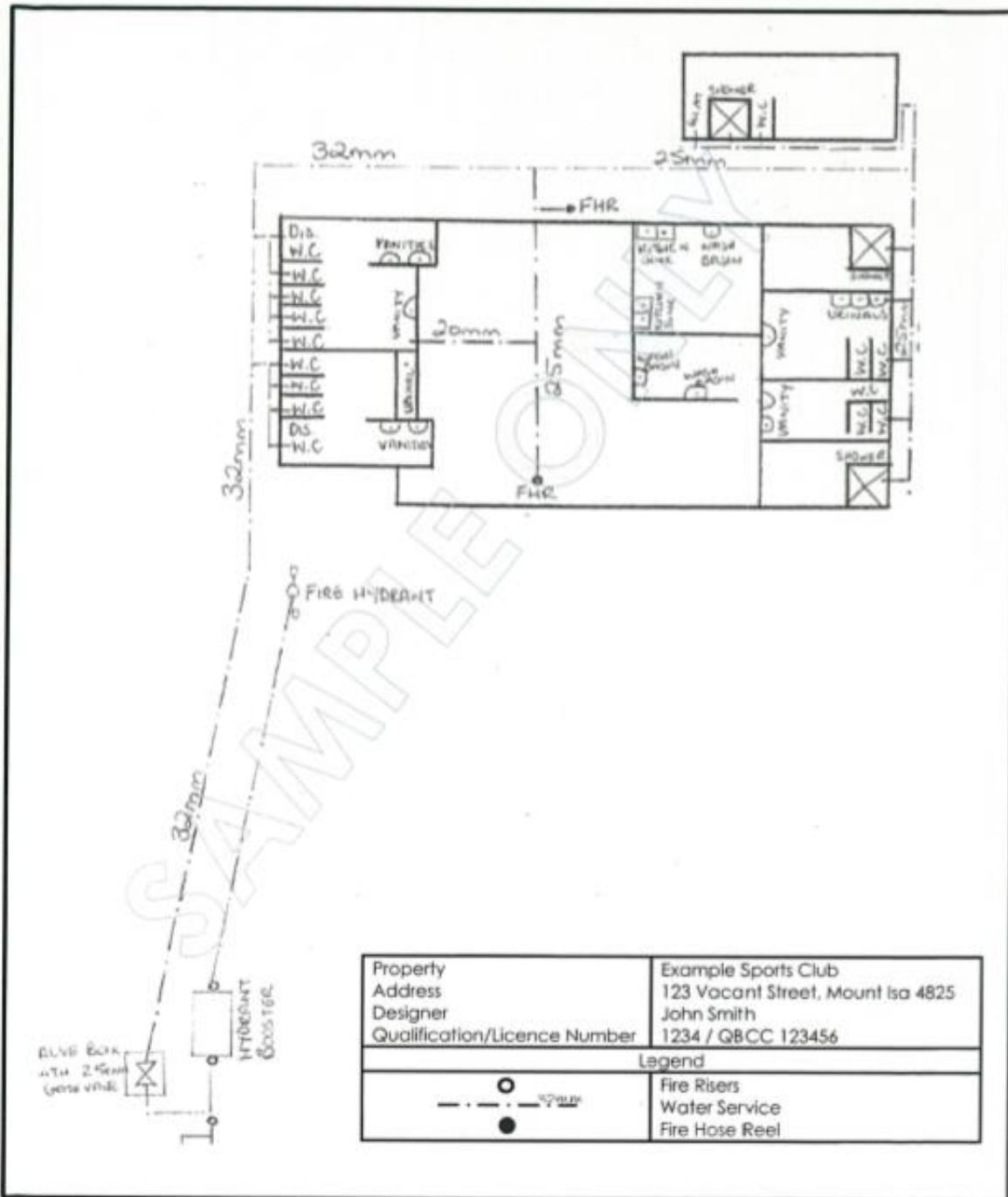
**PRIVACY STATEMENT**

Mount Isa City Council is collecting your personal information on this form to order to comply with its responsibilities and obligations as a Local Government. The information will only be accessed by authorised Council employees, who have a legitimate need for the information to process applications, requests etc. Your personal information will not be given to any other person or agency unless you have given us permission to do so or we are required to do so by law.





## Example of Water & Fire Service Supply Plan



mount009\_181499\_004.docx

