

WATER METER POLICY

COMMUNITY POLICY



1 Scope

This policy applies to the Rockhampton Regional Council Region and all water connections to the FRW reticulated water supply.

2 Purpose

To outline the process that FRW follows in respect of ensuring all properties accessing water from FRW's reticulation water supply are metered and appropriate action is taken to rectify faulty or broken water meters.

3 Related Documents

3.1 Primary

Nil

3.2 Secondary

Water Supply (Safety and Reliability) Act 2008

Fees and Charges Schedule

FRW Service Request Form

Undetected Leak Rebate Policy – Residential

Undetected Leak Rebate Policy – Commercial

4 Definitions

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
FRW	Fitzroy River Water
Region	Area defined by the electoral boundaries of Rockhampton Regional Council.

5 Policy Statement

All properties connected to FRW's reticulated water supply are to be metered. FRW approved meters are to be either installed by FRW or a licensed plumber as approved by FRW.

5.1 Faulty or Broken Water Meters or Meter Boxes

The cost of repairs or replacements of meters or meter boxes deemed to be faulty as a result of deterioration or general wear and tear are replaced at no cost to the owner.

The cost of repairs or replacement of meters or meter boxes damaged or broken by careless or deliberate acts for which the owner/occupier is responsible, are payable by the owner. The fee for these replacements is recorded in Council's Fees and Charges Schedule.

CORPORATE IMPROVEMENT AND STRATEGY USE ONLY			
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The Manager FRW uses discretion in determining responsibility for payment for water meter or meter box replacements.

5.2 Water Meter Testing

Any person dissatisfied with the reading indicated by the meter attached to their water supply may request for the meter be tested by lodging a FRW Service Request Form and fee. The fee for testing water meters is in accordance with the Fees and Charges Schedule.

If the test determines the meter is inaccurate, the testing fee is refunded and the water meter replaced at no cost to the owner.

If the test determines the meter is accurate the testing fee is not refunded.

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

5.3 Water Meter Renewal

FRW may as required renew water meters in line with a planned renewal program to ensure old and potentially inaccurate water meters are replaced accordingly for consistent and reliable operation. The cost to renew water meters under a planned renewal program is met by FRW.

5.4 Meter Registering Inaccurately

Upon receipt of a customer service request regarding the accuracy of the meter Council investigates. If any Council supplied water meter is found to be inaccurate, Council adjusts the related water billing account. The estimate shall be the lesser figure calculated by the following methods:

- (a) average daily consumption for the previous representative period; or
- (b) average of the reading recorded during the corresponding period in the previous three years.

5.5 Council May Disconnect Meter For Test

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

6 Review Timelines

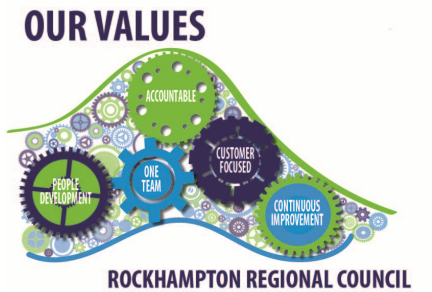
This policy is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by the Council.

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7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Regional Services
Policy Owner	Manager Fitzroy River Water
Policy Quality Control	Corporate Improvement and Strategy



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