

# WATER METER POLICY

## COMMUNITY POLICY



### 1 Scope

This policy applies to all metered water connections to Fitzroy River Water's reticulated water supply network.

### 2 Purpose

The purpose of this policy is to outline the process that FRW follows to ensure all properties connected to FRW's reticulated water supply network 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

Rockhampton Regional Council Certified Agreements

Undetected Leak Rebate Policy – Residential

Undetected Leak Rebate Policy – Non-Residential

### 4 Definitions

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
FRW	Fitzroy River Water
Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.

### 5 Policy Statement

All properties connected to FRW's reticulated water supply network are to be metered.

Water meter installations are carried out by FRW. This excludes major replacement programs that are subject to the provisions of Council's Certified Agreements.

#### 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.

#### LEGAL AND GOVERNANCE USE ONLY

Adopted/Approved:	Adopted, 24 January 2012	Department:	Regional Services
Version:	2	Section:	Fitzroy River Water
Reviewed Date:	3 November 2023	Page No:	Page 1 of 3

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/occupier. The fee for these replacements is in accordance with Council's Fees and Charges Schedule.

The Manager of Water and Wastewater 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. The fee for testing water meters is in accordance with Council's Fees and Charges Schedule.

If the test determines the meter to be inaccurate, the testing fee is refunded and the water meter is 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 renew water meters at its discretion or in line with a planned renewal program to ensure old and potentially inaccurate water meters are replaced accordingly for consistent and reliable operation.

## 5.4 Meter Registering Inaccurately

Upon receipt of a customer service request regarding the accuracy of the meter, Council will investigate. 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 temporarily disconnect any water meter for the purpose of determining the accuracy of the meter, or for maintenance or replacement purposes.

## 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.

LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	Adopted, 24 January 2012	Department:	Regional Services
Version:	2	Section:	Fitzroy River Water
Reviewed Date:	3 November 2023	Page No:	Page 2 of 3

## 7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Regional Services
Policy Owner	Manager Fitzroy River Water
Policy Quality Control	Legal and Governance



LEGAL AND GOVERNANCE USE ONLY			
Adopted/Approved:	Adopted, 24 January 2012	Department:	Regional Services
Version:	2	Section:	Fitzroy River Water
Reviewed Date:	3 November 2023	Page No:	Page 3 of 3