



Water Meter/Service - Installation Policy

Policy Statement

To manage the recoupment of the cost of the supply of water, Council requires the metering of services.

Related Legislation, Circulars or Guidelines (as amended)

- Local Government Act 1993
- Local Government (General) Regulation 2005
- AS / NZS 3500 National Plumbing and Drainage Code
- NSW Code of Practice – Plumbing and Drainage

Does this Document Replace an Existing Policy, Procedure or Plan?

Yes, this document replaces Council's:

- Water Meter / Service Installation Policy 22/4/2000 and 15/12/2005

Related Council Policy or Procedure

- Backflow Prevention and Cross Connection Control Policy 23/5/2002 & 15/12/2005

Application and Distribution

It is mandatory for all Council officials to comply with this Policy.

This Policy and Guidelines is available on Council's website under Council Policies.

Approved by:

Executive Team.....

[Meeting date]

Council

[Meeting date & Resolution No.]

24/9/2009 Resolution C52

Signature:

General Manager

Effective: 24/9/2009

Review Date:

Distribution :

Record Number:

Responsible Council Department/Officer:	Coffs Harbour Water
Version History Table:	

Key Responsibilities

Position	Directorate	Responsibility
Mayor	Council	To lead Councillors in their understanding of, and compliance with, this Policy and Guidelines.
General Manager	Executive	To lead staff (either directly or through delegated authority) in their understanding of, and compliance with, this Policy and Guidelines. To approve resources to develop, implement and review this Policy and Guidelines.
Senior Technical Coordinator		To ensure installation of Water meter/services is in accordance with the appropriate Acts, Standards and this policy.
Directors	All Directorates	To communicate, implement and comply with this Policy and related Guidelines.
Director of Corporate Services	Corporate Business	To ensure (directly or through delegation) the distribution and communication of the Policy and Guidelines to specified persons.
Executive Manager HR & Organisational Development	Corporate Business	Facilitate the provision of regular training to all Council officials on their role and responsibilities in relation to this Policy, Guidelines and related procedures.
Executive and Managers	All Directorates	To implement this Policy, Guidelines and related procedures. To lead staff in their understanding of, and compliance with, this Policy and Guidelines
Information Technology Manager	Corporate Business	To assist with the development of systems to support public access to this Policy, Guidelines and related information.
All Council officials	Council	To comply with this Policy, Guidelines and related procedures.

Water Meter/Service - Installation

Policy Guidelines

1. Introduction

Policy Statement:

1. Council requires all water services, including Strata and Community Titles and fire services, to be metered. Metering policy shall not apply where a fire service is connected to a sprinkler/drencher system only, on the grounds that it is unlikely that such a system would be abused.
2. The water service/meter to be located within the property boundary of the property being served.
3. The size of the water meter to be installed is at the discretion of the Director of City Services.
4. A Water Service will be provided upon submission of a Water Service Agreement Form, correctly completed and payment of the fee in accordance with Council's current Schedule of Fees and Charges.
5. This agreement is considered a binding agreement and must be signed personally by the property owner/s and the licensed plumber.
6. Applicants must provide sufficient information on the diagram to identify the allotment to which the agreement refers. The diagram should include nearest cross street and any other necessary identification. Adequate survey pegs defining the front boundaries must be available on site to enable installation of the service in the correct position. If sufficient information is not supplied, delays in installation will result.
7. The applicant is responsible to ensure that the area at which the water service is to be installed is clear of building materials or rubbish.
8. Should Coffs Harbour Water be prohibited from installing the water service due to one of the above, requiring reprogramming of the installation, an inconvenience fee is payable. The inconvenience fee will be in accordance with Council's current Schedule of Fees and Charges.
9. Plumber to check water pressure at each site, in order that design of the plumbing is in accordance with AS3500.
10. It is the property owner's responsibility to ensure the meter/service is adequately protected. The cost of any damage repairs to the meter or meter point is recoverable from the property owner.
11. Whereas Coffs Harbour Water will endeavour to connect the service at the point nominated on the diagram by the applicant. This may not always be possible, this applies where the main is on the opposite side of the road, or where developers have installed connections. The service can only be connected opposite the point where the conduit/connection has been installed.

12. All new 20mm and 25mm water services will be provided complete with low hazard dual check valves to prevent backflow. For medium and high hazard installations, refer to Council's Backflow Prevention Policy.
13. All meters are to be readily accessible for meter reading purposes.
14. Separate meters are required on all Strata or Community Title units, located at boundary.
15. All meters (and 20mm & 25mm backflow devices) always remain the property of Coffs Harbour Water.
16. A properly supported standpipe or other approved support shall be installed on the consumer's side of the meter at the time of making the connection. The water supply will not be turned on at the main until such a standpipe is provided. It is illegal for any person, other than Coffs Harbour Water, to turn the water on at the Council main.

2. Definitions

Here is the meaning of some terms used in the Guideline—

Meter	Used for measuring the amount of water consumed
Service	Associated pipe work and fittings from the Council main to the downstream side of the water meter within the property boundary.

3. Objectives

The objective of Council's Water Meter/Service - Installation Policy and Guidelines is to —

- Ensure the correct installation of water services and meters
- Ensure that meters are installed so that Council staff can conveniently read or service all meters.

4. Policy Statement

Council's Water Meter/Service - Installation Policy and Guidelines is underpinned by the following principles—

4.1 Access

- Public access to information about Water Meter/Service - Installation will be through Council's website. Hard copy information will also be available from Council on request
- Reasonable access assistance will be available to persons with special needs

4.2 Responsiveness and Accountability

- Ensure that water meter/service installations are in accordance with the appropriate Acts, Standards, this policy and in a timely manner.

4.3 Privacy and Confidentiality

- The principles of Council's Privacy Management Plan will be applied.

4.4 Integrity, Dignity and Respect

- Council treats all persons with courtesy and respect.
- Council will not tolerate rude or aggressive behaviour towards Council officials. In such circumstances, Council officials are entitled to terminate phone calls or meetings as appropriate. Wherever possible, Council officials will provide the person with initial warning that their conduct is inappropriate and that the meeting or conversation will be terminated.
- Council officials will demonstrate fair and consistent decision-making.