



Water Metering Policy – Multi Unit/Inaccessible Locations

Policy Statement

To manage the metering of large unit complexes or developments (eg Community or Strata Titles) and where meters are inaccessible for reading, for example, where keyed entry is required.

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?

No, this document is a new Council policy:

Related Council Policy or Procedure

- Water Meter / Service Installation Policy 22/4/2000 & 15/12/2005
- Backflow Prevention and Cross Connection Control Policy 23/5/2002 & 15/12/2005
- Development Consent/Building Approval – Separate Water Meters 17/4/1989 & 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 to multi unit/inaccessible locations 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 and appropriate, the council website.
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 Metering – Multi Unit/Inaccessible Locations

Policy Guidelines

1. Introduction

Direct connection of meters for each unit (preferred options)

When meters are located at the street boundary and access is available a parent meter is not required. An additional service will be necessary where a common outlet is required. Council will quote to supply and install the meters and/or meters with transponders.

Manual Meter Reading:

- i. Provide separate metering for each unit at the street boundary, via a manifold connection. Access for reading and maintenance purposes to be available at all times.

Electronic Meter Reading:

- i. Provide separate metering for each unit with meters and transponders at the street boundary, via a manifold connection. This option available where a site has locked gates. Access will be required for maintenance purposes.

Subsidiary Meter Installations for each unit (these options require approval)

This option will only be allowed where direct connection is proved impractical (eg multi level units).

A parent meter is to be installed at the street boundary, the parent meter will record all water used. Subsidiary meter usage for each unit will be deducted from the parent meter and the remaining consumption will be common use. A standing charge will apply to all meter connections including the parent meter.

Council will quote to supply and install the parent meter and supply only of the subsidiary meters. Supply and installation of a backflow prevention device on the parent meter is the property owner's responsibility.

Installation of Subsidiary Meters or Subsidiary Meters with Electronic Transponders is the responsibility of the property owners.

Subsidiary Meters and Electronic Transponders always remain the property of Coffs Harbour Water.

Installation options for subsidiary meters for each unit as follows:

Manual Meter Reading:

- i. Provide separate subsidiary meter for each unit with meters in accessible location/locations for reading and maintenance purposes, at all times, parent meter will record common use. Subsidiary meters obtained from Council at current cost, as per the Fees & Charges.

Electronic Meter Reading:

- i. Provide separate metering for each unit with meters in accessible location/locations for maintenance purposes. Meters with Transponders attached obtained from Council at current cost, as per Fees & Charges.

OR

- ii. Provide separate metering for each unit with meters and electronic transponders located in utilities cupboard in accessible location at each floor level (eg stairwell or external walkway), for maintenance purposes. Meters with Transponders attached obtained from Council at current cost, as per Fees & Charges.

General:

Coffs Harbour Water will maintain/replace any faulty meters or electronic transponders.

Any costs associated with repairs to damaged meters or electronic transponders are the responsibility of the property owners.

Manual meter reading will require Council access to the property. Electronic metering will require Council access on at least a yearly basis, for visual inspection. Access for maintenance or repairs for Subsidiary Meters and Electronic Transponders required when necessary.

A separate water service application will be required for directly connected meters. A subsidiary meter application will be required for each development.

A separate service connection may be required for fire fighting requirements.

2. Definitions

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

Manual Meter Reading	Ability to visually read and record meter readings
Electronic Meter Reading	Ability to automatically record meter readings without physical access to the water meter
Electronic Transponders	Electronic device connected to individual water meters that record and send readings to an electronic reading device
Manifold Connection	Bank of water meters connected to a manifold pipe
Subsidiary Meter	Child meter of the main parent meter at a property

3. Objectives

The objective of Council's Water Metering – Multi Unit/Inaccessible Locations Policy and Guidelines is to —

- Ensure that multi unit and inaccessibly located meters are installed so that Council staff can conveniently read or service all meters and transponders.

4. Policy Statement

Council's Water Metering – Multi Unit/Inaccessible Locations Policy and Guidelines is underpinned by the following principles—

4.1 Access

- Public access to information about Water Metering – Multi Unit/Inaccessible Locations 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 metre/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.