

# Water Meter/Service – Installation Policy

## 1 Purpose

Council requires all water services to be metered in order to recoup the costs of supplying water. This policy documents Council's requirement in regards to installing water meters and services.

## 2 Policy

### 2.1 Metering requirements

Council requires all residential and non-residential developments to be metered. A separate water meter/service is required for, but not limited to, Stratum, Community Titles, New Flats, Units, Cabins, Villas, Dual Occupancy, Affordable Housing projects.

Where an existing stratum etc. has a single service, and separate metering is requested, all units within the stratum must be separately metered. Partial compliance will not be accepted. For existing stratum etc. if it is impractical to comply with this policy then satisfactory evidence must be submitted by a builder, architect or engineer.

Fire service metering; all fire hose reel systems to be fully metered. Hydrant systems and sprinkler/drencher systems require a Double Detector Check assembly.

The water service/meter is to be located within and adjacent to the property boundary, fronting the water main of the property being served.

The size of the residential water meter to be installed is at the discretion of the Director.

For other developments the service/meter sizing shall be determined as follows:

- For developments with less than 10 units, design by a licenced plumber or a qualified hydraulic consultant
- For developments with more than 10 units design by a qualified hydraulic consultant
- For Non-Residential developments the water meter and service size (if greater than 20mm) and fire service (if applicable) shall be designed by a qualified hydraulic consultant

### 2.2 Applications for Meters/Services

Council will provide a Water Service upon submission of a correctly completed Water Service Agreement Form, payment of the fee in accordance with Council's current Schedule of Fees and Charges.

This agreement is considered a binding agreement and must be signed personally by the property owner/s and the licensed plumber.

### 2.3 Installation of Meters/Services

The following details Council's requirements in order to installing Meters/Services:

1. 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.

2. 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.
3. Should Coffs Harbour City Council 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.
4. Plumber to check water pressure at each site, in order that design of the plumbing is in accordance with AS3500.
5. 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.
6. Whereas Coffs Harbour City Council 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.
7. 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.
8. All meters are to be readily accessible for meter reading and maintenance purposes.
9. All meters (and 20mm & 25mm backflow devices) always remain the property of Coffs Harbour City Council.
10. 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 City Council, to turn the water on at the Council main.

### 3 Definitions

**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.

### 4 Key Responsibilities

#### **General Manager**

To lead staff through delegated authority in their understanding of this Policy.

#### **Director Sustainable Infrastructure and Group Leader Strategic Asset Management**

To ensure the commitment made within this Policy is implemented and met.

#### **Water Services Team Leader**

To oversee compliance with, and coordination of the Policy.

#### **Council Officers**

To promote the use of, and knowledge of this Policy.

### 5 References (laws, standards and other Council documents)

- Local Government Act 1993;
- Local Government (General) Regulation 2005;
- AS / NZS 3500 National Plumbing and Drainage Code;
- National Construction Code 2016 – Volume 3 – Plumbing Code of Australia;

- Backflow Prevention and Cross Connection Control Policy - Containment Only;
- Water Metering Policy – Multi Unit/Inaccessible Locations

## 6 Details of Approval and revision

- Approval date: 22/06/2017
- Responsible Section: Water and Sewer
- Superseded policies/procedures: N/A
- Next review date: 22/06/2021

Table of amendments

Amendment	Authoriser	Approval ref	Date