



METERING POLICY

Version No: 5
File No: INT09-03657
Resolution No: R/2012/12/149
Resolution Date: 16/12/11
Reviewed: October 2011
Next Review: October 2014

1 Version Control

Version number	Date	Person Responsible	Comments on changes
2	6/07/07	Senior Engineer	Updated
3	7/8/09	Senior Engineer	Updated sections to provide clearer understanding including deleting old Section 15 Bulk Water and Section 18 Metering by Agreement, added Section 27 Appendix 1 – Meter Sizes for Developments.
4	29/9/11	Senior Engineer	Updated definitions included, added more on fire services, meters for recycled water, Plumbing regulations, added backflow prevention details.

2 Aim:

To provide guidance on the use and installation of water meters within the Corporation's region.

3 Legislative Requirements:

Water Act 1989
Transfer of Land Act 1958
Subdivision Act 1988
Planning & Environment Act 1987
Subdivision Regulations (Various)
Water Regulations

4 Other Impacting Legislation:

AS 3500 Plumbing Code
Plumbing Regulations 2008 or later versions
AS3565 Meters for Water Supply

5 Other References & Related Documents:

Fire Services Policy – TRIM INT07-00742
Main to Meter Policy – TRIM INT04-05613



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6 Definitions:

Check Meter	Meters that are not read by the Corporation but are used by owners to divide water use between individual units to total the reading of the main meter.
Dwelling	Self contained building erected on the land and is used or intended to be used as a separate residence. A dwelling must contain a kitchen, bathroom and sanitary facilities to be considered self contained. Definition from Section 46H of the Planning and Environment Act (Vic) 1987.
Individual meter	meter recording water usage to an individual property or unit read by Corporation.
Main Meter	Placed at front of a development to register all water supplied to property
NCC	New Customer Contributions (fee) for connecting to water major infrastructure
Remote Reading Water Meter	A remote reading device electronically records the volume of water flowing through the conventional meter (main or individual meter).
Recycled Water	Water that has been derived from wastewater or drainage systems and treated to a standard that is appropriate to its intended use, whole of water cycle management. Metered the same as other water services. Class A is the highest quality and is used in dual pipe systems.
Tenement Unit	includes residence, flat, unit, apartment, dwelling includes lots or buildings or parts of buildings separately occupied.

7 Commencement:

This policy comes into operation on **20 July 2007** and was reviewed on 10 October 2014.

8 Responsible Officer For This Policy:

General Manager – Operations

9 Review Date:

This policy is to be reviewed three yearly as part of the compliance framework, or the date on which amendments are required.

Note: The review date is not a sunset provision. The policy will continue in operation until replaced by a later version or rescinded.



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10 General:

All water services supplying properties for domestic, commercial or general usage must be metered. Water meters are supplied by the Corporation upon payment of the appropriate fee including NCC's and once fitted remain the property of the Corporation. The Corporation will maintain and change the meters periodically at no cost to the owner except where owner or third party damage has been established. In general individual units or lots should be metered to allow each owner or occupier to monitor their water usage. All water meters read by Westernport Water must be supplied by Westernport Water.

11 New Dual Occupancies:

Generally dual occupancies require separate tapplings. In some circumstances (e.g. a corner block with separate side street entrance not fronted by a water main) a 25mm tapping with 2 individual meters is required. Each dwelling or lot shall require an individual tapping and meter to record the water usage.

12 New Multi Unit Residential, Factory and Commercial Developments:

All new ground floor multi-unit residential, factory and commercial developments need to be individually metered complete with stop tap with an individual meter to body corporate areas and other common areas. This applies to subdivided lots or individual units on a single lot. Preferably the meters should be at the front of the lot in a bank (or manifold arrangement) adjacent to the street or at the front of the lots easily accessed for meter reading and maintenance. Preference is for individual meters to each lot but a main meter may be used when required and at the Corporations approval.

Self contained units used for temporary accommodation, such as hotels, holiday units and motels, will **NOT** be individually metered but this type of development requires an adequately sized main meter on the water service into the property.

13 Additional Units or Factory Units to Existing Developments:

Where additional unit/s are added to existing developments that are not already individually metered these types of developments will be treated on a case by case basis. If it is not possible, nor can an agreement be reached between owners with the Corporation to meter the existing units then a separate tapping will be required to service the new units with individual meters. Individual meters to each unit both existing and new is preferred. The Corporation can read main meters and individual meters and can provide separate billing for common areas to the owners corporation or distribute the billing to all owners. Each development needs to write and apply to the Corporation detailing the billing preference.



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14 Existing Developments Individually Titled:

All existing residential, industrial and commercial multi-unit developments that have individual titles and/or have separate service charges will be individually metered on request by the Body Corporate or all owners. If the existing conditions are further developed or subdivided then if reasonably and commercially viable then individual meters should be installed to each unit.

Westernport Water will provide meter(s) free of charge. All other costs will be the responsibility of the owner(s). The meter and any additional pipework are to be installed at the owner's cost by their licensed plumber. For meters larger than 20mm these meters are charged at the difference between a 20mm and the meter supplied.

In the case where one unit-owner requires a separate meter but cannot reach agreement with the other owner(s) to install individual meters then one meter may be installed. Westernport Water will provide a 20mm meter free of charge. The meter and any additional pipework should be installed by the owner's licensed plumber. This will only be permitted with a letter of consent signed by the Secretary of the Body Corporate or all the other owners agreeing to the request. The letter must also state that they are aware that any Body Corporate water will be split only on the units that remain individually unmetered.

15 Existing Developments Single Title:

All existing residential tenements or non-residential multi-unit developments on a single title (ie no separate service charges) will be individually metered on request by the owner. The cost to existing multi-unit customers on a single title development will be the current fee for the supply and installation of each individual meter. The costs include a connection fee and any tapping costs, if applicable. The meter and pipework should be installed by the owner's licensed plumber.

The meter connection fee will not be waived for multiple properties on a single title.

16 Temporary Water:

Any bulk water supplies will be measured by the appropriate sized meter. Water for temporary construction and other works is to be provided by a Corporation registered metered hydrant complete with a backflow prevention device, with a fee for the deposit of the hydrant and at the current rate of commercial consumption tariff. The metered hydrant is to be read and charged on a monthly basis.

17 Non Self-Contained Units (Granny Flats):

Non self-contained units are not to be individually metered, if they are approved State Government "Granny Flat" or accommodation for elderly relatives. Approved "granny flat" or accommodation for elderly relatives are units erected in the yards of a family



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home and have to be removed at a particular time in the future. If the units are converted to normal units, a NCC charge and a separate meter need to be installed.

18 Temporary Accommodation:

Existing self-contained units on a single title used for temporary accommodation, such as serviced apartments, hotels, motels will not be individually metered. They will be metered from a main meter at the front of the property and served by internal plumbing.

19 Commercial Metering:

New and existing commercial properties (such as leaseholds or tenancies in new and existing shopping centres, commercial offices, shopping malls), and buildings and/or facilities on crown land, will be metered by agreement by the Corporation on a development-by-development basis. Generally each unit or commercial property should be individually metered if the meters can be placed in a suitable location and pipework can be altered in a commercially viable manner or where practicable.

20 Fire Services:

All fire hydrant services are to be metered where possible using a meter approved by the applicable fire authority or fitted with a WaterMark approved Single Detector Check Valve if approved by the Corporation. All detector check valves must have a Corporation meter installed on the check valve bypass for the detection of any unauthorised use of the fire service but allowing non metered and unrestricted flow when fire flows are required.

Hose reel services must be metered and are generally supplied via the main metered water service to the property.

Automatic fire sprinkler services and fire systems designed and installed to AS2118.1 are required to be metered. For this purpose magnetic flow meters or turbine meters will be used subject to the approval from the applicable fire authority, as they have a negligible affect on reducing the pressure and flow.

21 Backflow Prevention:

All new connections and redevelopments must have an appropriate Backflow Prevention Device fitted at the outlet of the main water meter according to AS 3500 Plumbing Code and regulations. These devices are maintained by the owner.



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22 Private Water Services;

All new and existing private water services will be required to be metered at a point as close as practicable to the connection at the reticulated water main. The meter must be located in a position that prevents accidental damage and provides ease of reading and maintenance. Each individual tapping point off the private service must be check metered and fitted with an appropriate Backflow Prevention Device.

Shared lines are to be treated as above with main meter and check meter at each tapping. Wherever possible retrofit main meters or check meters to existing.

Generally new private lines should not be allowed unless they can satisfy all of the following conditions

1. No chance of further development and line is at a dead-end of system and unlikely for the water main to be extended.
2. Private line must be located in road reserve or easement - at no time to traverse private property without a registered easement.
3. Long distance to next property (over 500m) that does not have water already.

23 Damaged Meters / Missing Meters;

Refer to the Main to Meter Policy

24 Return of Meters;

On redevelopments where the service is to be plugged the old meter is to be returned to the Corporation at the time of plugging and before any new tapping is put into service.

25 Positioning of Meters;

Main Meters

Unless otherwise approved:

- Must be installed with an appropriate Backflow Prevention Device and ball valve up to and including 32mm and a gate valve or ball valve for meters over 32mm
- Must be within 2 metres of the front property boundary and not within a pit
- Must be fully supported with minimum ground clearance of 150mm and should not be greater than 300mm from the finished ground level to the base of the meter assembly and must not have concrete surrounds (where the backflow prevention device is a Reduced Pressure Zone type, a minimum 300 mm to the device vent is required).



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- Must be fitted at right angles to the tapping. If the meter needs to be offset by more than 2 metres, a plug and retap is required unless otherwise approved. If a meter is offset, it must have a change of direction isolating valve fitted with an approved riser and valve surround. Offsetting meters is at the discretion of the Corporation.

The water supply service is to be located clear of any driveway or crossing. If not, a plug and retap is required. Bollards may be used to protect meter/s if approved by the Corporation. Meters must not be below ground or in pits unless approved by the Corporation.

Recycled water meters are to be positioned 300mm to the left of the drinking or potable water meter assembly.

In commercial, residential or industrial locations meters may be placed in other convenient or specifically constructed locations after approval by the Corporation.

Individual Meters

Individual meters must be located in a convenient position on the individual lot or close to the front or public access side of the dwelling and must conform with main meter requirements.

26 Individual Meters Multi Storey Developments;

Meters can be installed inside secured areas of main buildings provided that the following conditions are met:

- Meters are installed in utility rooms or meter cabinets located within common access areas on each level 150mm to 1.50 m above finished floor level
- Are readily accessible for maintenance and replacement
- Are permanently tagged to indicate the unit the meter services

Meters must **not** be located;

- Inside the actual units/apartments, or
- Within the ceiling cavities of common access areas

Meters must be accessible for reading, maintenance and replacement.



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27 Remote Reading Metering;

Meters that cannot be accessed readily for reading due to mitigating circumstances may have remote reading equipment installed at the owner's expense. The equipment will be supplied, fitted and approved by Westernport Water according to the current standards. All new meters supplied by Westernport Water have the capability of remote reading and it may be possible to electronically read the meters at a distance.



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28 APPENDIX 1 – Meter Sizes for Developments

This table shows the maximum meter size allowed for the particular development unless the plumber can demonstrate by using calculations that a larger size is required. Normally this size meter will provide adequate pressure and flow, if more pressure is required then upsize the pipe diameter on the customer side of the meter.

PROPERTY TYPE	Maximum Pipe Size Required (main to meter)
Single House / Factory Unit	20mm
Dual Occupancy / Factory Unit with separate driveway	2 x 20mm
Dual Occupancy / Factory Unit with shared driveway	25mm
3 Multi-Units / Factory Units	3 x 20mm or 1 x 25mm
4-5 Multi-Units / Factory Units	32mm
6-9 Multi-Units / Factory Units	40mm Based on an inferential type water meter with a nominal flow of 2.08 L/s.
More than 10 Multi-Units / Factory Units	To be advised by Westernport Water

Note: Applications for a property service pipe over 50mm needs to be assessed by Westernport Water Development Department.