

ATTACHMENT M: DRAFT METERING POLICY

METERING POLICY

Aim

The aim of this policy is to establish TasWater's approach to the installation of meters and sub-meters and the associated charging.

Legislation

National Measurement Act 1960

Water and Sewerage Industry Act 2008

Strata Titles Act 1998

Water and Sewerage Industry (Pricing and Related Matters) Regulations 2011

Definitions

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| body corporate | The body corporate is the controlling body of a strata scheme. The owners of the lots in the scheme form the body corporate which comes into existence automatically on registration of the strata plan by the Recorder of Titles. |
| Boundary Meter | Meter located close to the property boundary and installed at the connection point that measures water supplied to the property. |
| common property | Common property comprises all the areas of the land and buildings in a strata scheme not included in any lot. It is owned and maintained by the body corporate on behalf of the individual lot owners in the strata scheme. Service infrastructure serving more than one lot, such as cables, pipes, or equipment, is also common property. The strata plan sets out the lots and common property in the strata scheme. |
| general unit entitlement | As defined in Section 16 of the <i>Strata Titles Act 1998</i> and set out in a schedule to the strata plan. |
| Master Meter | A Boundary Meter that measures the volume of water supplied to a strata scheme or a multi-unit property. A Master Meter may or may not be connected to sub-meters. |
| multi-unit property | Properties which have more than one sole occupancy unit on one freehold title (i.e. not established as a strata scheme). |
| sole occupancy unit | A building or other part of a building for occupation by one lessee, tenant or other occupier to the exclusion of any other lessee, tenant, or other occupier. |
| sub-meter | A water meter that measures individual usage of water downstream of a master meter. |
| strata scheme | As defined under the <i>Strata Titles Act 1998</i> . |
| unit entitlement | Where the strata general unit entitlements or special unit entitlements are available from the Land Titles Office Cadastral Spatial Layer, the apportionment will be based on those |

entitlements.

Where this information is not available, the charges will be shared equally across all of the lots.

The body corporate may advise TasWater of an alternative apportionment in writing in the form of a copy of a unanimous resolution.

Policy

In accordance with section 68 of the *Water and Sewerage Industry Act 2008*, water services are to be charged in accordance with a two part pricing regime for the recovery of fixed and variable costs. TasWater is required to charge a variable charge for a water service in accordance with section 16 of the *Water and Sewerage Industry (Pricing and Related Matters) Regulations 2011*. The variable charge is calculated based on volumetric usage as recorded through a meter. This policy establishes how TasWater will provide metering for the measurement of water usage.

Single dwelling properties connected to TasWater's water services will be fitted with a Boundary Meter. TasWater will supply the most appropriate sized meter for each property.

For strata title properties with multiple lots, a Master Meter will be installed and sub-meters may be installed for individual lots and common areas by agreement with all property owners. For strata title properties where there is no common property, no shared connecting pipe work and no requirement for a Master Meter, TasWater may approve each lot to be individually connected with a Boundary Meter.

For a Multiple-unit Property under one freehold title a Boundary Meter will be installed.

Ownership, supply and installation of meters

Meters (including Master Meters, Boundary Meters and sub-meters) are supplied, owned and operated by TasWater. The replacement of existing water meters is performed by TasWater at its cost, excluding circumstances of wilful or repeat damage by the customer.

New connections, including the installation of meters or alterations to existing meters, are performed by TasWater at the customer's expense. Installation of meters will be in accordance with TasWater's *Water Metering Guidelines*.

Boundary Meters are to be located underground as close as practical to the property boundary (whenever possible) and placed in an accessible location.

Sub-meters are to be installed in an accessible location(s) within the strata title complex and must not be installed within private buildings.

Meter Access

Meters must remain accessible to TasWater for the purposes of meter reading, maintenance, testing and replacement.

TasWater has the right to enter property to read, repair, test or replace a meter between the hours of 7am to 7pm on any day, unless an emergency exists. TasWater employees and contractors carry identification at all times which will, on request, be produced for inspection.

If the meter is within a property that cannot be accessed by TasWater the meter may be relocated by TasWater at the customer's expense.

Meter Replacement

TasWater will replace meters in accordance with our meter replacement strategy. TasWater will also arrange to replace a meter if it is found to be defective, if it is damaged or if it can

no longer be reasonably maintained. Meters can only be replaced by a TasWater employee or a licenced contractor acting on TasWater's behalf.

Meter Damage or Tampering and Water Theft

In accordance with sections 56ZD and 56ZJ of the *Water and Sewerage Industry Act 2008*, it is an offence to modify, cause damage to, destroy or remove a meter or to divert water in a manner such that water usage is not recorded on the meter.

Boundary Backflow Containment

A backflow device is required at the boundary of the property to minimise the risk of water flowing back from a customer's property into TasWater's supply.

Meters up to 25mm in size contain an integrated backflow prevention device. Larger meters require a separate device to be installed in accordance with TasWater's *Boundary Backflow Containment Selection Requirements*.

Fire Services

Metering of fire services will be assessed on the type, size and use:

- Fire hose reels must be metered and are generally supplied via the metered water service to the property.
- Hydrant and fire sprinkler services must be fitted with a boundary backflow containment device and appropriately sized low flow metered bypass.

Water Charges

TasWater will read Boundary Meters and TasWater-owned sub-meters.

When only a Boundary Meter is installed:

- Water consumption will be apportioned to each lot owner based upon their individual unit entitlement.
- Fixed water service charges are based on Boundary Meter size and will be apportioned to each lot owner based upon their individual unit entitlement.

When sub-meters are installed:

- Water consumption will be apportioned to individual lots based on individual sub-meter readings for each lot.
- Any surplus water consumption recorded by the Master Meter after the deduction of the total consumption from the sub-meters (together with water consumption recorded through sub-meter(s) to common areas) will be apportioned to each lot owner based upon their individual unit entitlement.
- Fixed water service charges are based on size of the sub-meter for each individual lot.
- Fixed water service charges are in relation to sub-meter(s) installed to common areas will be apportioned to each lot owner based upon their individual unit entitlement.
- For additional non sub-metered boundary connections - fixed water service charges are based on Boundary Meter size and will be apportioned to each lot owner based upon their individual unit entitlement.

Strata title lot owners are customers of TasWater and are liable for fixed and variable charges. This is the case even if the strata title lot does not have a direct connection to TasWater's infrastructure i.e. water and sewerage services are accessed via interposing pipes situated on the strata title property.

A registered body corporate may be charged directly if all strata title owners in the strata are in agreement and the agreement has been communicated to TasWater in writing. However individual unit owners remain liable for charges based on lot entitlements.

Interposing Pipe Work

Ownership and maintenance of the interposing pipe network from the Master Meter, main isolation point and/or connection point to the sub-meter assembly and beyond resides with the property owner(s). In accordance with the *Water and Sewerage Industry Act 2008*, TasWater is not responsible for interposing pipe work.

New Strata Titles

Any new multiple unit development for which TasWater issues a Certificate for Certifiable Work will be given the option to either have a Master Meter or individual sub-meters for each unit (with Master Meter).

If the option is chosen for a Master Meter only, the developer will be advised to install the private plumbing to allow sub-metering to occur with ease at a later date.

The fixed and volumetric charge for the Master Meter will be the responsibility of the freehold title owner until the property is strata titled.

Existing Strata Schemes

Existing strata schemes will continue under historical arrangements unless agreed otherwise. However all water supplied must pass through at least one Master Meter.

Where there is a single Master Meter and there is unanimous agreement of all owners to the installation of sub-meters (i.e. 'one-in all-in'), and it is reasonably practical to do so, the owners may apply to TasWater, through a Certificate for Certifiable Work, to have sub-meters installed. The owners of the properties will be responsible for the cost to install the sub-meters to TasWater approved installation standards, including a meter to collect usage from any common property.

Responsibilities

The Chief Executive Officer of TasWater is responsible for implementing this policy.

Associated Documents / References

TasWater *Water Metering Guidelines*

TasWater *Boundary Backflow Containment Selection Requirements*

TasWater *Property Services Connection Standard Drawing - Water Services*

Approved by the Board at its meeting on 20....

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Chairman