

WATER SERVICES—YOUR RESPONSIBILITY AND OURS

Water Meters

The meter which services your property is owned by Council. It measures how much water you use. All services, whether fire service or water service, will be metered. Council will entirely determine the type, make and model of water meter assembly to be installed.

Council will charge customers for the initial installation of the service connection and water meter assembly. Council will also install and charge the customer for the installation of an appropriate backflow prevention device, if the customer elects to have this installed by Council.

Only Council can install new fire or water services. The physical water or fire service services remain the property of Council up to the boundary of the premises and including the meter assembly. Council will replace any part of the fire or water service

assemblies, such as the water meter, when they wear out, at no additional charge to customers.

Your water meter is generally located near the front of your property boundary. It is important you know where your meter is located so if required you can stop the flow of water to your house by turning off the isolation/stop tap.

Council is responsible for its water supply mains, isolation tap and water meter.

The property owner is responsible for all internal plumbing and separate backflow prevention, if required.

If you notice a problem with the meter or pipes on Council's side of the meter, please contact Council. If you damage or interfere with the meter, Council may pass the repair charges on to you.

Meter Replacement

In order to ensure the ongoing accuracy of Council's water meter fleet, Council has adopted a Water Meter Replacement Program. Water meters may be replaced after they have reached their useful life, damaged, faulty, or as deemed by the Director Infrastructure.

Backflow Prevention

Council will safeguard the quality of the water supply scheme by ensuring that property owners take responsibility for preventing backflow conditions.

Property owners are responsible for installation of appropriate backflow prevention devices on their property. This is defined in accordance with the level of backflow hazard relating to the activities being carried out on the property.

The property owner is responsible for the annual testing, ongoing maintenance of the backflow prevention device and its replacing or upgrading, if required.

Entry to private property

Under Sections 191, 191A and 192 of the Local Government Act 1993, Council has a right of entry to private property for the purpose of carrying out necessary maintenance activities, including water meter reading. Council will first take reasonable steps to contact the property owner. If the owner cannot be contacted, Council may enter the property and carry out the maintenance work.

You must maintain clear access to your water meter at all times and ensure the meter is completely above ground level and clear of all obstructions.

Water Theft and Meter Tampering

Water meter tampering and water theft is illegal. These activities also greatly increase the risk of contaminating the public water.

It is illegal to connect to Council water services through an unauthorised connection or to divert or otherwise interfere with a water meter. Council may prosecute for water theft, under the Local Government Act 1993.

