



## Water Meter Testing Policy & Procedure

### Description

Gascoyne Water Co-operative Ltd (GWC) has guidelines regarding the testing of water meters.

### Purpose & Scope

The purpose of this policy is to explain the general procedures relating to Water Meter Testing.

The following guidelines are to be adhered to by all managers, supervisors and employees.

### Policy Statement

GWC will outline a procedure for testing water meters for accuracy.  
GWC will inform customers of any fees applicable to water meter testing.  
GWC will ensure that at the customers' request a water meter will be tested according to a set procedure developed by the General Manager.  
GWC will ensure that requests for meter testing be classed as a complaint and the complaints procedure followed.

### Procedure

For all purposes, a meter is to be presumed to be operating within the prescribed tolerance for that type of meter unless there is evidence to the contrary.

An owner or occupier who is a customer or member of the GWC may, within 21 days of receiving an invoice or other record of the reading of the meter, request GWC to test the meter.

As stated in the Act (Section 79) the prescribed tolerance for a water meter is  $\pm 5\%$ .

The owner or occupier would need to agree to pay for all costs associated with testing the meter should the meter be found **not** to be faulty.

If the owner or occupier agrees the GWC must test the meter in accordance with a procedure approved by the General Manager for the purposes of the Water Services Regulations 2013.

If on testing the meter, it is not found to be within the prescribed tolerance for that type of meter:

- a) the reading with which the owner or occupier is dissatisfied must be adjusted; and
- b) any water service charges based on the reading must be adjusted; and
- c) the licensee must bear the costs of the testing, which includes refunding or crediting the charge (if any) paid already.

Note: Any bill Reviews will be carried out as per our Reviewing Bills Guide.

If on testing the meter, it is found to be within the prescribed tolerance for that type of meter the GWC may charge the owner or occupier the reasonable costs of testing the meter including removal of the meter, temporary meter installation and re-installation of original meter if applicable.

### **Customer Meter Request**

When a customer requests a meter test, GWC staff will provide the customer with a copy of Form #GWC000001V1 (or updated versions) being Meter Test Request form (see example in Appendix A).

The customer shall return the form completed and signed to the GWC staff for actioning.

The GWC staff member will then pass on the form to the Operations Manager who will arrange for the Field Service Contractor (or similar) to remove the meter in question, replace with a temporary meter and test the meter.

Results of the test will be provided by the Field Service Contractor (or testing contractor) and kept electronically in the customer file on the P: Drive and a hard copy put in the corresponding customer file (located in the server room).

The Operations Manager will write a letter explaining the results and any adjustments to reading/bills (a copy of the test results supplied by the Field Service Contractor to be included with the communication).

Staff will treat all meter test requests as a formal complaint and use our Customer Complaints Procedure.



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### Appendix A - Example Meter Test Request Form

#### Customer Details

Name:

Property ID# (found on water statement)

Property Address:

I/We \_\_\_\_\_ (insert name) request that our meter be removed for testing and a temporary meter installed until the accuracy of the meter is tested.

We understand that should the meter be deemed within the prescribed tolerant of  $\pm 5\%$  then all costs associated with the meter removal, testing and re-installation will be charged and payable on our account.

We understand that should the meter be found faulty GWC will calculate and reimburse our account (by way of credit) any over-charged consumption, adjust our water usage and fit a new meter.

\_\_\_\_\_  
PRINT NAME

Date: \_\_\_/\_\_\_/\_\_\_

\_\_\_\_\_  
PRINT NAME

Date: \_\_\_/\_\_\_/\_\_\_

Note: At least one legal owner of the property listed above must sign this form. Please include any calculations or data from your irrigation program to substantiate your claim that the meter is faulty.

Please return this form to:  
Gascoyne Water Co-operative Ltd



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