

notify the Department of Water as soon as possible, by providing the following information:

- your name and/or the licensee's name and licence details
- location of the draw-point
- serial number of the meter
- date and time of removal and replacement
- meter reading at the time of removal
- details of the new meter fitted, if applicable
- reasons for meter removal.

Servicing

Servicing should be carried out by an irrigation specialist, ideally during a period of low water use. Regular servicing helps maintain meter accuracy and reduces the risk of a malfunction which may affect your water supply. Meters should be serviced more frequently if the water in your area has high levels of iron or sediment. Brown stains on hard surfaces and build-ups of deposits on sprinkler heads are common signs of high iron levels. In some cases it may be more economical to schedule regular meter replacement. You should consult your irrigation specialist about your meter maintenance options.



Meter maintenance.

You can expect a routine service to include:

- **inspection** of the outer casing of the meter and the register (dial), and the removal and examination of the internal parts. The technician may identify corrosion or iron build-up, or structural damage to the turbine, paddle or impeller caused by exposure to coarse sediment
- **servicing** which may include cleaning and restoration of the internal measurement elements, cleaning of the meter register housing, repair of any obvious damage or faults and the application of a bore-cleaning solution
- **testing** of the meter once reassembled. A service certificate should be provided for your records.

Why meter water use?

The state's water resources are under increasing pressure. Precise information about how much water is being used in a particular area helps the Department of Water to understand the real impacts of our water use. The information supports sustainable water resource management and planning by helping us to set allocation limits, improve modelling and forecasting for the future, and improve equity for all water users by ensuring licensees take no more water than they are entitled to.

Metering also benefits water users, for example, by helping you to understand your water needs to support business planning and development, optimising water efficiency, allowing you to monitor the performance of pump and irrigation systems and identify opportunities to trade surplus entitlements.

This initiative is funded by the Australian Government's **National Framework for Compliance and Enforcement Systems for Water Resource Management.**

Definitions

Draw-point a point at which water is accessed and drawn.

Rights in Water and Irrigation (Approved Meters)

Order 2009 legislation published in the *Western Australian Government Gazette* on 5 May 2009. It requires that a meter complies with the Australian standard, or is tested and verified to be accurate by an accredited laboratory and installed according to manufacturer's specifications. Refer to the Department of Water *Guidelines for water meter installation 2009*.

For further information

For more information about your responsibilities as a licence holder, please see the Department of Water's brochure *Your licence to take water*, contact your local regional office or refer to the FAQs about water licensing, at the department's website www.water.wa.gov.au.

Select > Licensing > Water licensing > Responsibilities of licence and permit holders.

The department's *Guidelines for water meter installation 2009* and *Meter water use cards* are available from your local regional office or from the department's website.

Visit www.online.water.wa.gov.au to register for online services

9444 2000 0213

Department of Water
168 St Georges Terrace
Perth WA 6000
Phone: 08 6364 7600
Fax: 08 6364 7601

© Department of Water 2016.



For those with special needs this publication can be made available in alternative formats such as audio, large print, or Braille.



Government of Western Australia
Department of Water

Metering your water use

Important information.
Please read



Securing Western Australia's water future

Please carefully read this information. It will help you to understand your responsibilities as a licensee. You may commit an offence if you do not correctly meter your water use.

As a metered water user you must:

- Install an approved meter (or meters). This is a meter that complies with the Rights in Water and Irrigation (Approved Meters) Order 2009.
- Maintain your meter and take all reasonable steps, including regular servicing, to ensure it is accurately measuring all water use.
- Record and report readings, as required by your licence conditions. If you cannot read the meter at the required time, you will need to arrange for someone else to do this for you.
- Not deliberately damage or alter a meter, or associated fittings or pipework, such that the meter does not accurately measure all of the water being taken.

Failure to comply with these requirements may attract a penalty

To ensure you are compliant with your obligations you should:

- Inform the Department of Water in writing, within 30 days of installing the meter, the date of installation, meter location, make, size, type and serial number of the meter, and the meter-reading after installation.
- Provide the department with a photograph(s) and/or diagram(s) of the meter, shown fitted to the pipe work.
- Familiarise yourself with your meter and how to read the instrument. Not all meters are the same. See the department's *Reading your meter* fact sheet and ask your installer for a demonstration.

You need to contact the department immediately if:

- You think you may not be able to fit a meter within the timeframe specified in your licence (notify Department of Water **before** the installation deadline).
- You are unable to read your meter or report the meter readings by the due date, for any reason.
- You think your meter may not be accurately recording water use. For example, if the meter is not registering water flow when the pump is switched on, or if water use is higher or lower than expected.
- A meter is damaged, or if for any reason you think that your meter may have malfunctioned.
- A meter must be removed for a period of time for maintenance or repair or any other reason.
- A meter is replaced for any reason.



Water meter installed on galvanised headworks. Direction of flow is R to L.

Installation

You should ask your local irrigation systems supplier to recommend a fit-for-purpose water meter that complies with the Rights in Water and Irrigation (Approved Meters) Order 2009. The supplier may also be able to recommend a competent installer.



A correctly installed meter. It has no off-takes before the meter, and the required amount of pipe either side of the meter.

The Department of Water's *Guidelines for water meter installation 2009* provides you with details of the technical, maintenance and installation requirements for new water meters, and the upgrade or replacement of existing water meters.

If a meter installation does not comply with the department's requirements, you will be required to ensure alterations are made to the meter or the pipework to address this issue. The department will advise you in writing of the required changes or it may elect to issue you with a formal direction. Failure to comply with a direction is also an offence and may attract a penalty.

Maintenance

Over time, a meter may lose accuracy and incorrectly measure water use. The accuracy of a meter is affected by its age, and by the volume and quality of the water passing through the instrument. Corrosion, iron bacteria, exposure to coarse sediment and intermittent patterns of water use may affect meter performance and longevity.

Meters must therefore be maintained properly to ensure they continue to accurately measure water use over time. The department accepts a margin of error of up to five per cent, on an installed meter. The Department of Water may inspect

a meter at any time and may require a meter be tested if the department believes the instrument is not accurate.

The department may estimate your water use if it believes your water use has not been measured accurately, because the meter was not installed correctly, was removed for maintenance or repair, or the meter was tested and found to be inaccurate.

For more information about meter-testing please refer to the department's *Guidelines for water meter installation 2009*.

Records

Taking regular meter readings will help you manage your water use and ensure you comply with your annual licensed entitlement, and may be a condition of your water licence.

For monthly readings, you should set aside a specific day during the last week of each month to read your meter. It may be useful to set yourself a reminder in your diary, calendar or on your mobile phone. If a reading is required for the beginning of your water year, it should be taken during the first week of that year. A reading required to be taken at the end of your water year should be taken during the last week of that year.

If your licence requires you to record readings on a *Meter water use card*, a separate card needs to be completed for each meter. Additional cards are available from your local Department of Water office or the website. Meter readings can be submitted electronically through "Water Online", via the link on our website. Readings submitted electronically through Water Online will be accepted as completed Meter water use cards.

Meter removal

If a meter that is required under your licence must be replaced or removed for any reason, you should