



Date Received

# Water Meter Test

For customers who would like their meter tested for accuracy

If you believe your water meter is inaccurate, you can request to have it tested. Requests of this nature are to be submitted to Water and Sewer Network Operations and Maintenance.

Each application will be assessed individually, however please ensure you have checked for any leaks on your property first.

Please see attached application form to **request Water Meter testing**.

## Steps

1. Complete Water meter test form
2. Central Coast Council will provide a quote within 3-5 working days
3. To accept quote or withdraw application please email [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au)
4. Central Coast Council will then generate invoice
5. Full payment is required before testing is undertaken
6. Testing will take approx. 3 months
7. If meter is found faulty CCC will refund cost of test

## How does the test work?

We remove your meter and replace it with a new one. We will then send your old meter to an independent, nationally accredited laboratory and they will test it to determine its accuracy.

If the test shows that the water meter registers 3% or **more** than the actual quantity of water passed through it, Council will:

- reduce your water usage charges in proportion to the percentage of error, for the period objected to up to the time the meter was removed.

If the test shows that the water meter registers **less** than 3% above the quantity of water passed through it, no adjustment will be applicable to your bill.

Regardless of the test results, the old meter will not be reinstalled.

You are still required to pay all Water Notices issued by the relevant due dates pending the outcome of the test.

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*Please complete the information below and overleaf and return to Council for preparation of quote.*



## WATER METER TEST – APPLICATION FOR WORKSHOP TESTING

### Applicants Details

Water Usage Account Assessment Number located on Water Notice	_____
Applicant Name (see below requirements for shared services on strata titles)	
Property Address and Description (as shown on the latest water usage account)	No _____ Street _____ Suburb _____ Lot _____ DP or SP _____
Postal Address (if different to the property address)	
Water Meter Number (located on Water Notice – see reverse side)	
Address for results to be sent to	
E-Mail Address	
Phone Number	

Please note - Where your meter is part of a shared water supply on a strata titled property, the Body Corporate must make the application for a meter accuracy test.

### WATER MANAGEMENT (GENERAL) REGULATION 2011 - REG 130

#### Testing of meters

1. An owner or an occupier of land for which a meter has been installed may apply to the relevant water supply authority to have the meter tested.
2. An application to have a meter tested must be in a form approved by the water supply authority.
3. If, on being tested, a meter registers less than 3 per cent above the quantity of water passed through it, the person who required the test must pay such fee as the water supply authority determines for the expenses of the test.
4. If, on being tested, a meter registers 3 per cent or more above the quantity of water passed through it: (a) an adjustment proportionate to the percentage of error is to be made in the reading objected to and in any further reading up to the time of removal of the meter, and (b) the water supply authority is to bear the expenses of the test.
5. No adjustment is to be made if a meter registers within 3 per cent of the quantity of water passed through it.



## WATER METER TEST – APPLICATION FOR WORKSHOP TESTING

6. If, at any reading, a meter is registering inaccurately or has ceased to register, the water supply authority is entitled to adjust the charge for water supplied during the period to which the reading relates on the basis of a daily consumption equal to the average daily consumption during a corresponding previous period.
7. If there was no reading for a corresponding previous period, or if the water supply authority is of the opinion that an adjustment on the basis of such a period would not be reasonable, it may assess the quantity of water used or may adjust the charge on such other basis as may be mutually agreed on between it and the consumer.



## WATER METER TEST – APPLICATION FOR WORKSHOP TESTING

### Declaration

I hereby make application to have the water meter listed overleaf tested for accuracy under Regulation 130 of the Water Management. In making this application I understand that, pending the outcome of the meter accuracy test, any Water Notices issued in the interim remain payable by the relevant due date(s).

Applicant signature \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### Returning the Application Form

Please return the application form to Central Coast Council by email to: [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au)

### Attention: Water and Sewer Network Operations and Maintenance

Alternatively, applications may be submitted in person to the following locations: Wyong Service Centre - 2 Hely St Wyong  
Gosford Service Centre - 91-99 Mann St Gosford

Postal applications to Central Coast Council, PO Box 20 Wyong NSW 2259.

