

# Water Metering

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# CWW Water Meter Fleet - Profile

As of 01/09/14

Total meters in fleet – 392,428

Meter sizes mm	Number	%
20	361,723	92.176
25	16,191	4.126
32	5,762	1.468
40	3,740	0.953
50	2,644	0.674
80	663	0.169
100	834	0.213
150	831	0.212
200	34	0.009
250	3	0.001
300	3	0.001
Totals	392,428	100



Average age – 9.12 years



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# CWW Water Meter '*Structure*'

Engineering :

Asset Owner – Meter Accuracy, Meter Type, Planning



Water Solutions :

Metering Services – Installations, Maintenance, Replacements

Service Sustainability :

Customer Contact Centre – Meter Reading and Billing



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# Meter Standards

Australian Standards (*numerous*) dictate:

- Accuracy of meters (  $\pm 4\%$  in field)
- Specifications
- Frequency of Testing
- Installation requirements

State Regulations:

- All water must be metered (other than fire fighting)
- Property Owners responsibilities- Protection/accessibility
- Customers rights to request meter testing



# Meter Services and Reading Contract

- New Meter installations (20mm-25mm) and deliveries.
- Meter Replacements ( Annual Replacement Program/ Defectives)
- Tappings on water mains
- Manage our Water Meter Stock – Scrap meters
- Investigations - audits
- A range of VAS – backflow testing / data logging etc
- Meter Reading
- Updating Billing System
- Managed via KPI's / Incentives and Deductions.

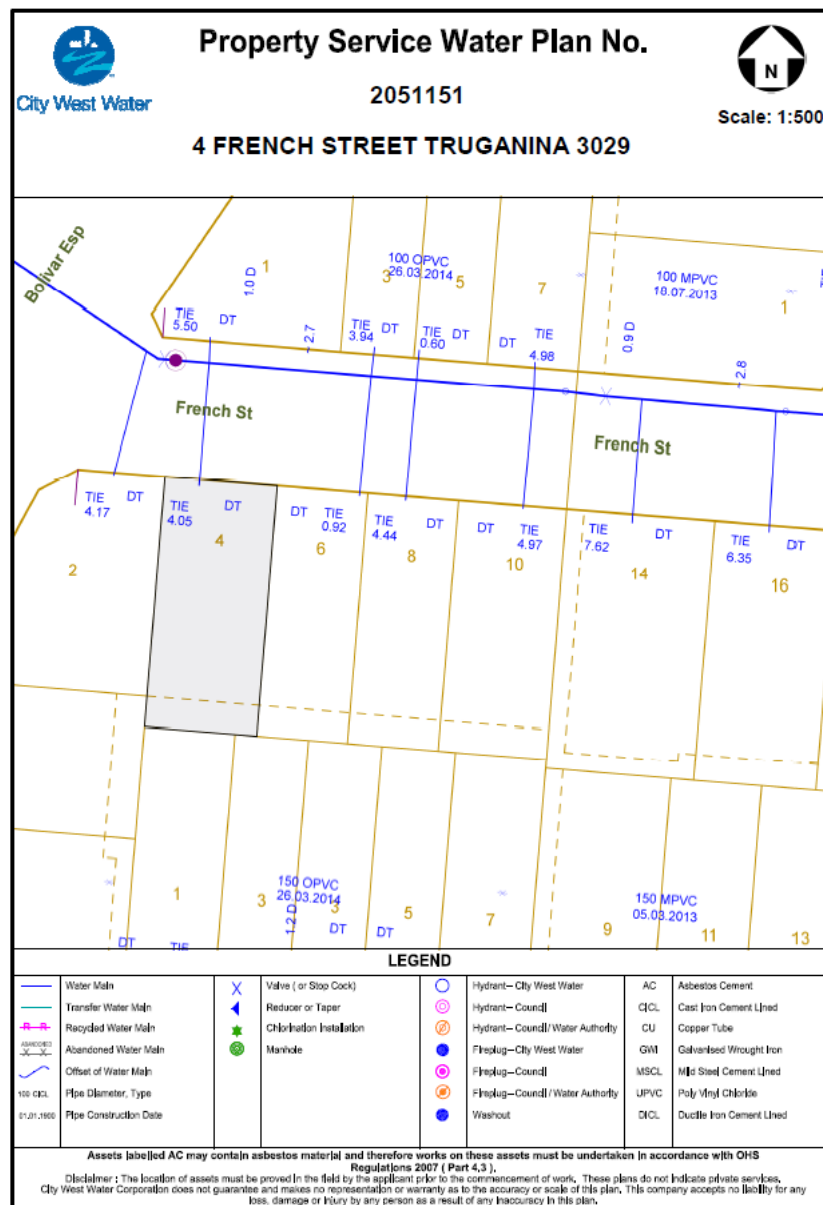


# New Meter Installation (Residential) - process

- Plumbing Applications lodged with building plan and associated fees
- Assess location of CWW assets in relation to proposed building
- Ensure water connection is not in a driveway and meter will be accessible
- New Meter is installed by contractor
- Right meter for development – maximise accuracy
- Units individually metered ( Check Meters accessible)



# Water Plot



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# Dry Tapping Installation



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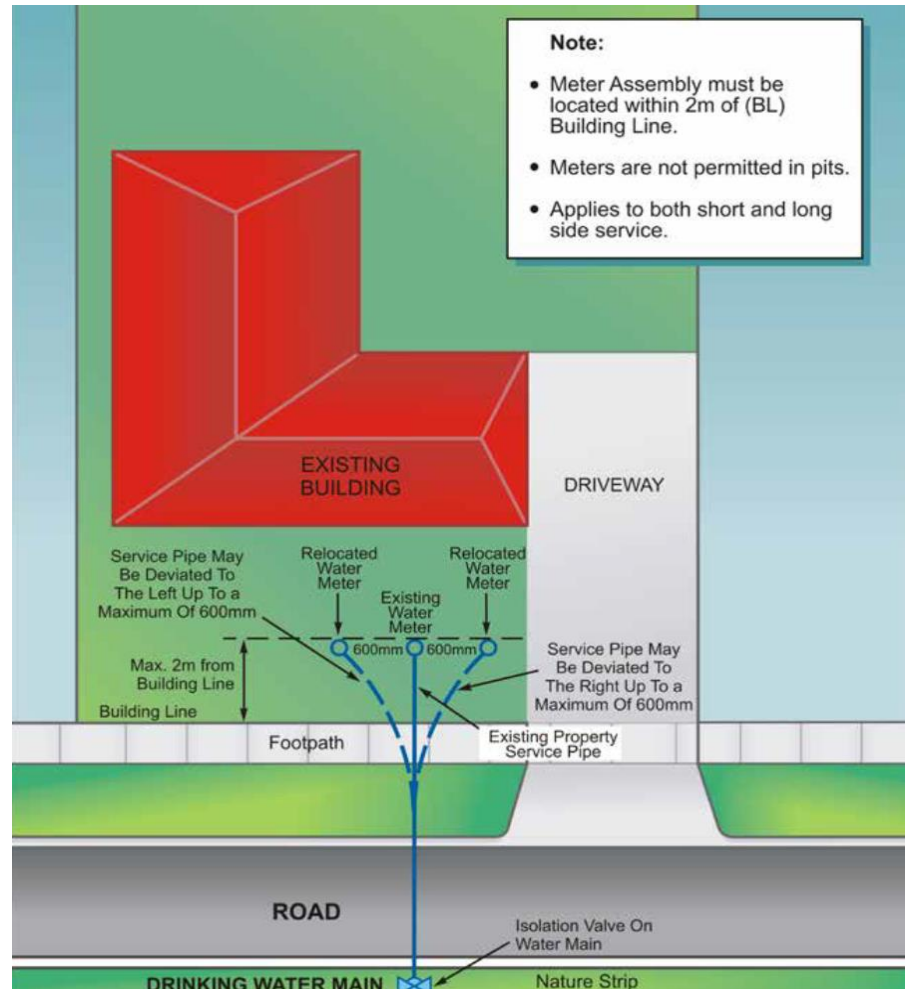


# New Meter (plus RW )Installation



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# Meter Location



# New Meter Installation (Non - Residential) - process

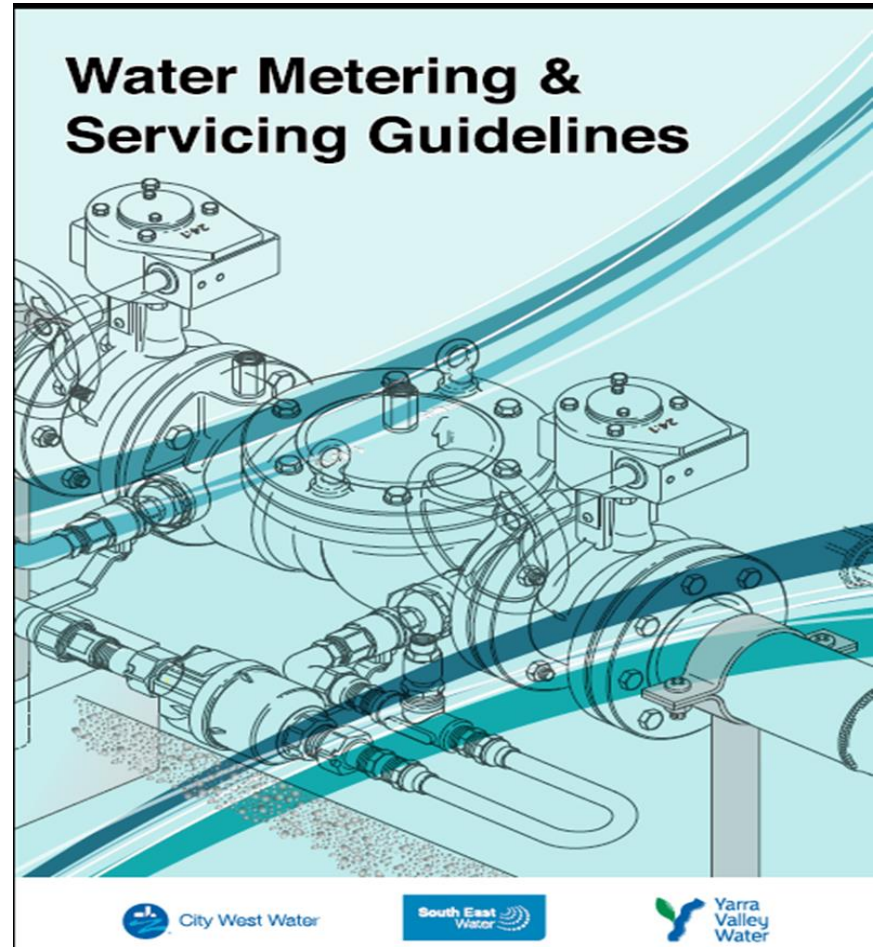
- Plumbing Applications lodged with building plan/fees.
- Assess location of CWW assets in relation to proposed building and history of site.
- Ensure water meter set up will be accessible and 'Metering Guidelines' met.
- Prepare offer detailing metering set up and associated costs including 'Check meter' arrangements.
- Offer accepted / fees paid and new Meter is installed by contractor (20mm/25mm) or delivered if greater than 25mm.
- Meter installations audited by CWW.
- Right meter for development – maximise accuracy



# Water Metering Guidelines

Water Metering & Service  
Guidelines – *consistency*

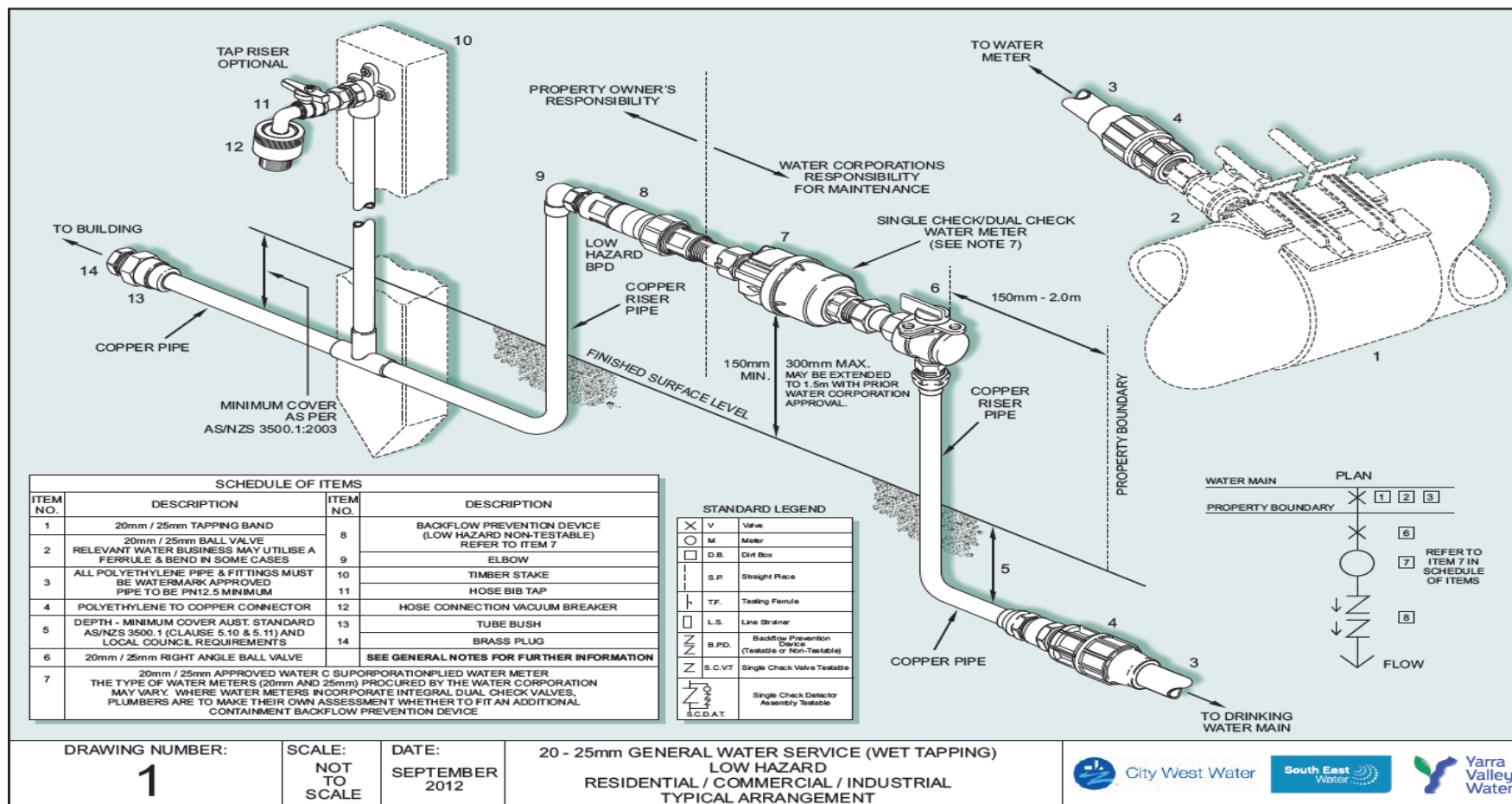
Can be found on our web site  
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# Water Metering Guidelines



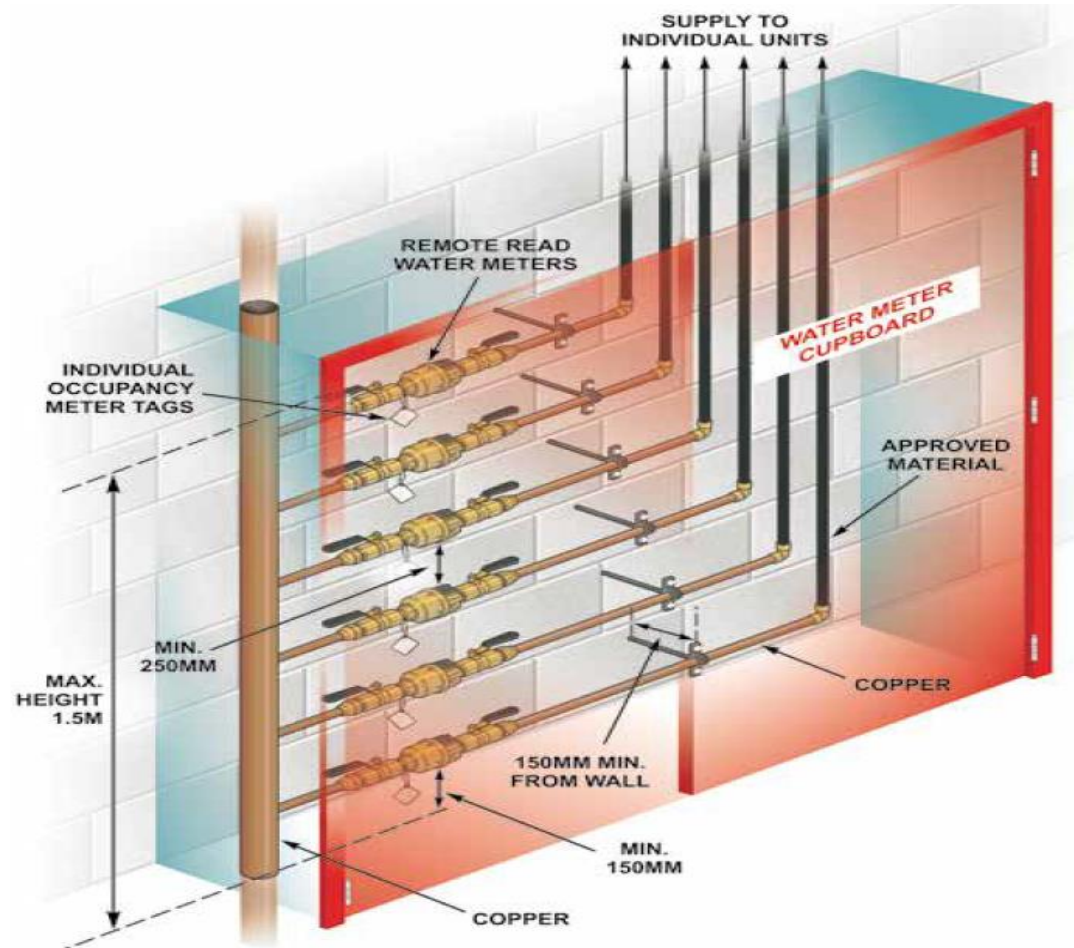
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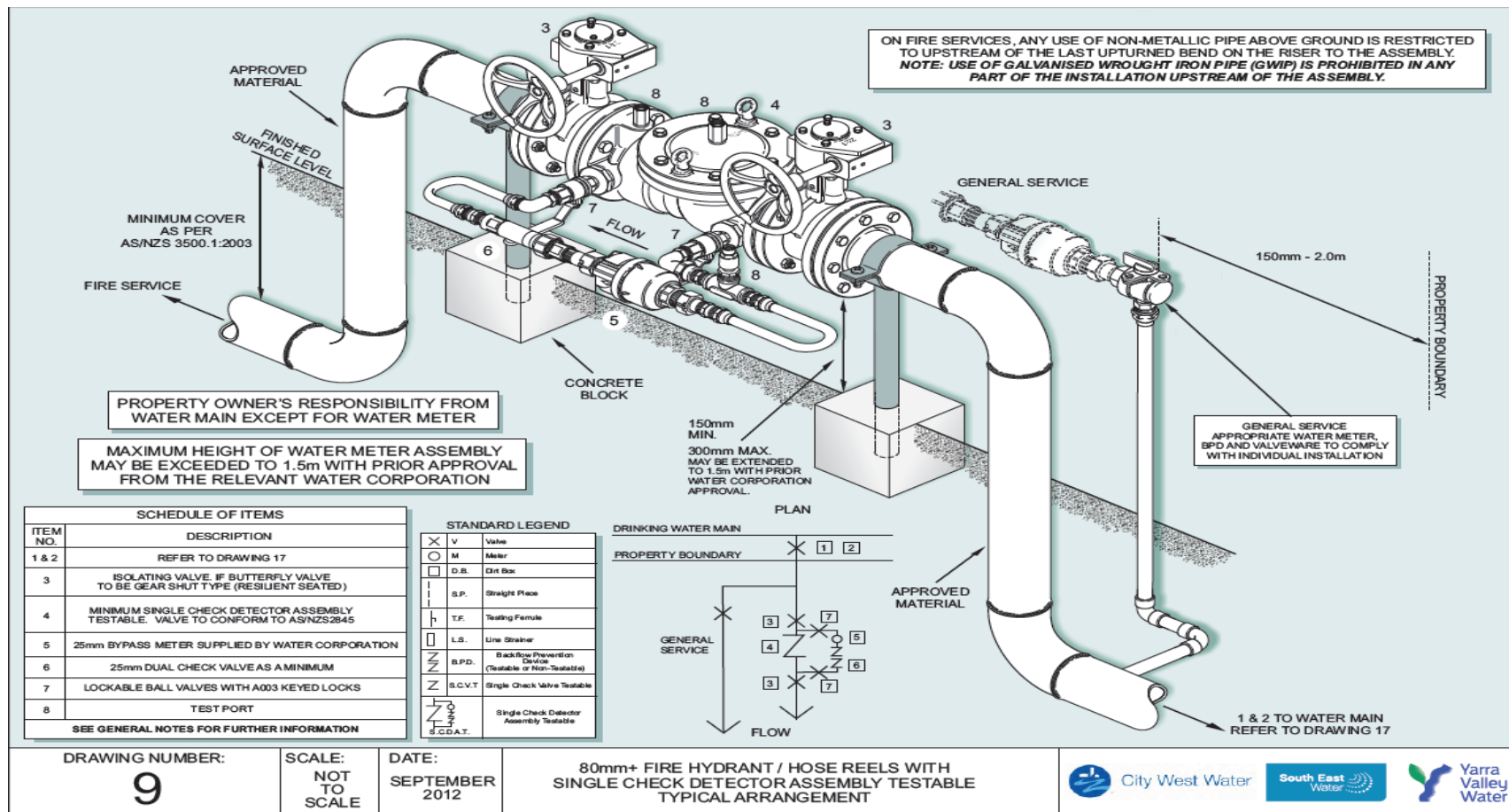


# Water Metering Guidelines

## High Rise Check Metering



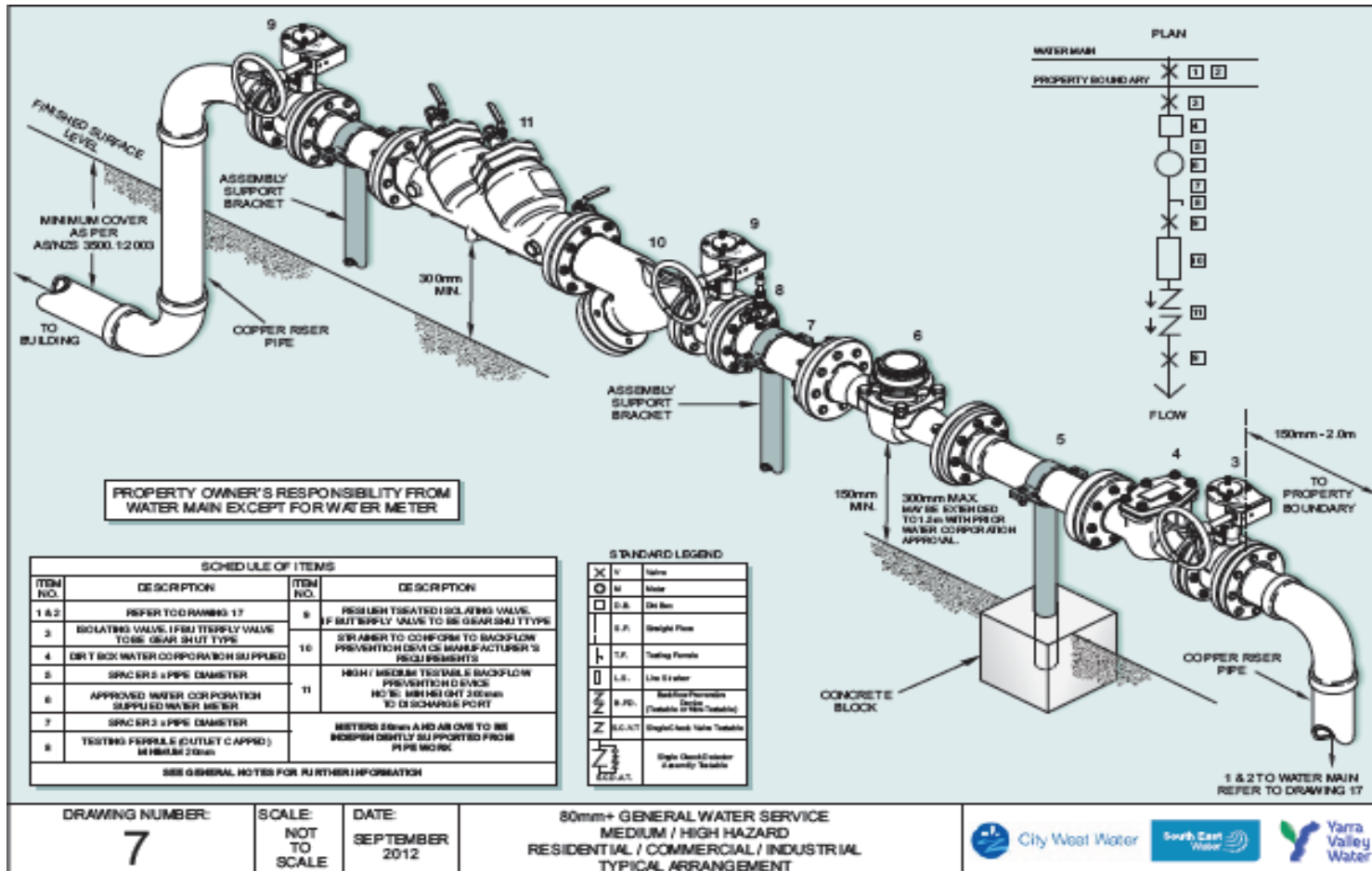
# Water Metering Guidelines



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# Water Metering Guidelines



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# Large metering arrangement (Dual Supply)



# Defective Meter

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# Stolen Water Meters

- Approximately 1000 meters stolen in 13/14 months
- New residential installations now includes an “anti-theft device” to reduce stolen meters.
- Trialing plastic Dual Check Valves on new residential installations.
- GPS Units in field for tracking purposes.
- Painting meters that replace stolen meters.
- GPS Alert sticker attached to new installations
- Working closely with Police.
- Volume has reduced (150 to 40 per month)



# Thank You



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