

Government-owned meters

Fact sheet

As part of the non-urban metering framework, WaterNSW will continue to manage the compliance and ongoing maintenance of existing government-owned meters.



If you are currently using a government-owned meter, the checklists below will help you understand what you need to do as well as WaterNSW's service commitment under the new metering rules.

What WaterNSW will do

Here is our service commitment to you as the owner of your government-owned meter:

- Check your licence and approval details on the NSW Water Register at waterregister.watarnsw.com.au
- Contact you in writing about the metering rules ahead of your rollout date.
- Visit your site to inspect your meter if requested.
- Oversee the duties of a duly qualified person (DQP) on your behalf.
- Ensure your meter is compliant by your rollout date.
- Purchase and install a local intelligence device (LID).
- Manage all maintenance including repairs and lodging s91i forms (when provided with written customer approval) if your meter is faulty.
*Note that you would still need to keep your own logbook records.
- Complete your annual meter inspection.

What you need to do

Here is what you need to do as the user of a government-owned meter:

- There are situations that may require further action. Please advise us if you wish to:
 - Make your work inactive
 - Amend your approval
 - Take private ownership of your government-owned meter.
- Ensure your **contact details are up to date**. You can update your details at watarnsw.com.au/updatedetails
- Provide WaterNSW with **written approval to lodge s91i forms** on your behalf.
- Contact WaterNSW if there are access issues to your site**. Call [1300 662 077](tel:1300662077) or email Customer.Helpdesk@watarnsw.com.au

What does a DQP do?

Water users who have a work approval that needs to comply with the non-urban metering framework will need to engage with a DQP. As a government-owned meter user, WaterNSW will organise the DQP for you. A DQP will certify your meter, submit required paperwork, install an LID, fit tamper-proof seals and determine telemetry requirements.

Can you take private ownership

What does it cost to have a

What is the cost of having a government-owned meter in 2024/25*?

Annual charge	Government-owned meter charge
Scheme management charge	\$85.35 per licence
Telemetry service charge	\$263.86 per meter
MSC operating costs	\$1,047.16 per meter
Meter maintenance and ongoing operating costs	N/A covered by WaterNSW
Total per year	\$1,396.37

*Prices are subject to annual increase as determined by IPART.

**This is the cost for non-channel meters. The annual MSC operating costs for channel meters is \$7,346.54 per year.

No, if you choose to take private ownership you will be responsible for all meter compliance. WaterNSW will ensure that the meter is operational upon transfer.

*Please note that if you decide to take private ownership after WaterNSW has made the meter complaint, an exit fee will apply.

determination please visit ipart.nsw.gov.au

Need help?

If you have questions about the government-owned meter program, please contact our Customer Service team on [1300 662 077](tel:1300662077) or email Customer.Helpdesk@waternsw.com.au