

Faulty metering equipment – S91i process

Fact sheet

Under the *Water Management Act 2000* section 91i, if your metering equipment is faulty or if telemetry connection is lost for more than 72 hours, you must notify WaterNSW within 24 hours. This fact sheet has been developed to help you understand the steps you need to take if you notice that any of your metering equipment is not working properly.

What is faulty metering equipment?

Faulty means that the equipment is not operating properly or is not operating at all. This includes any device used for or in connection with measuring the flow of water and any ancillary wiring, pipework, telemetry equipment or supporting structure.

What to do if your equipment is faulty?

If you notice that your metering equipment is faulty or you have received an email from the data acquisition service (DAS) advising you of a fault, you must report it. Below are the three steps you need to take to ensure you are not in breach of the *Water Management Act 2000*.



Step 1

Report the faulty metering equipment.

- Use our online s91i self-reporting form.
- You'll need to specify how you'll measure water while your meter is faulty and record it in our logbook.
- [Find a DQP here](#)



Step 2

Repair or replace the metering equipment within 21 days.

If you can't repair or replace the metering equipment within 21 days of reporting it, you can apply for an extension, further extensions are possible, however, detailed explanations regarding the delay will be required.



Step 3

Submit a completion form within 28 days of repairing or replacing:

- You must include the logbook used to record water taken while the meter was faulty.
- Where applicable a validation certificate from your DQP must be supplied to close your s91i

Note: It is an offence under law to take water if your metering equipment is not working unless certain requirements are met.

Government-owned meter?

If you have a government-owned meter, you can give WaterNSW permission to manage the S91i process on your behalf. WaterNSW will provide updates on the status of the repairs, and you will be required to maintain a logbook for the duration of the S91i.

Need help?

If you need more information about metering, visit our [website](#). For any other enquiries, please contact our Customer Service Centre on **1300 662 077**, Monday to Friday between 8am-5pm or email Customer.Helpdesk@waternsw.com.au

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