

# Government-owned meter program

## Meter service charge (MSC)

**Under the NSW Government's non-urban metering framework, water users who have a government-owned meter will be charged an annual meter service charge (MSC). This fact sheet will assist you in understanding what a MSC is and what it includes.**

### What is a meter service charge?

The MSC is a cost charged to government-owned meter water users. The MSC is an annual charge that covers the cost of operation and maintenance of government-owned meters. See below to find out what is and is not included within this charge.

### Who sets the metering service charge price?

The NSW Independent Pricing and Regulatory Tribunal (IPART) determines the annual MSC for government-owned meters. The MSC for government-owned meters once your meter is compliant is structured differently to previously and the total will be added to your WaterNSW bill.

Please find below the 2024/25 prices:

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

\*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.

### What is included in the MSC

#### Repair and replacement of equipment

- The meter equipment installed on your property.
- The cost of the local intelligence device (LID).

#### Maintenance

- The maintenance of the equipment and a maintenance plan for an annual preventative maintenance inspection (PMI).
- Costs associated with any faults (S91i) and the repair and replacement cost within the determination period.
- Maintenance is carried out by a WaterNSW duly qualified person (DQP).

#### Accuracy

- Additional assurance through fleet-based testing.

#### Compliance and Support

- All water reform compliance requirements met by WaterNSW.
- Continued support from WaterNSW staff members, including the processing of s91i forms when you provide your written consent via email.

### What is not included in the MSC

- The pipework to the water source
- Pipework to pump
- Any pumps repair or replacement
- Any on site ground maintenance outside of the meter area
- If the landholder wishes to move the meter, they must gain permission from WaterNSW and pay the associated costs involved.

#### Need help?

More information about metering can be found on our website at [waternsw.com.au/metering](http://waternsw.com.au/metering). If you have any questions, contact our Customer Service team on 1300 662 077 or [Customer.Helpdesk@waternsw.com.au](mailto:Customer.Helpdesk@waternsw.com.au)