

# Meter reading and current regulations

Water meters are a key tool for measurement and monitoring of your water usage. Accurate metering is essential for fairness and equity of water sharing between users. Licence holders should check their works approval conditions to ensure their site is compliant with current metering regulations.

## METER READING AND WATER ORDERS

If you are a regulated river licence holder you are required to place a water order prior to any water being pumped. Any water extracted via your pump, as determined by your meter reading, will need to be reconciled to a relevant water order.

## WHAT TO DO IF MY METER STOPS WORKING

If your meter has stopped working, you have 24 hours to complete the online 91i form that can be found at [waternsw.com.au](http://waternsw.com.au). This form advises WaterNSW that your meter has stopped working. You will have 21 days to either repair or replace your meter.

You can request an extension to the time frame required to repair or replace your meter. Please see our website for all the details.

## REPLACING YOUR WATER METER

If you need to replace or install a new water meter, then a water flow meter should be installed in accordance with your licence conditions and by a Duly Qualified Person to ensure compliance with the NSW Non-Urban Water Metering Policy.

Water meter owners need to ensure their site continues to comply with their metering conditions.

## METERING STANDARD

The NSW Government has released a new metering framework for non-urban water meters in NSW, which commenced on 1 December 2018. Further specific measures, including for inactive works and faulty meters, commenced 1 April 2019.

## METERING SERVICE CHARGE

Meters installed by us as part of the NSW metering scheme are state-owned and will incur a metering service charge to cover the cost of operation and maintenance in accordance with the national metering standards. Charges vary depending on the size and type of meter installed. Metering service charges are set by IPART.

## COMPLIANCE

All compliance activity is now the responsibility of the Natural Resource Access Regulator (NRAR).

Contact NRAR on [1800 633 362](tel:1800633362) or via email [Nrar.Enquiries@nrar.nsw.gov.au](mailto:Nrar.Enquiries@nrar.nsw.gov.au).

## More information

For more information on metering, visit us at [waternsw.com.au/metering](http://waternsw.com.au/metering). Subscribe to us at [waternsw.com.au/subscribe](http://waternsw.com.au/subscribe) to stay up-to-date with our news and updates, drought updates, storage levels, system risks and climate conditions across NSW.

## Contact us

Call us on [1300 662 077](tel:1300662077)

Visit us at [waternsw.com.au](http://waternsw.com.au)

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