

# What to do if a meter is broken?

Under the Water Management Act 2000, it is an offence to take water when metering equipment is not working. Section 91I makes it an offence to take water from a water source by means of a metered work while its metering equipment is not operating properly or is not operating.

## METERING EQUIPMENT

Metered work means “a water supply work in connection with which metering equipment has been installed pursuant to:

- the conditions of an access licence or approval, or
- a direction under section 326 of the Water Management Act 2000.”

Metering equipment includes any device used for or in connection with measuring the flow of water and any ancillary wiring, pipework, telemetry equipment or apparatus and any supporting structure

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.

## CUSTOMER RESPONSABILITIES

1. Notify us within 24 hours of becoming aware that metering equipment is not operating properly or is not operating.

Failure to do so is now an offence under s. 91IA of the Water Management Act.

2. Repair the metering equipment in accordance with DQP requirements within 21 days and provide to WaterNSW the prescribed information within 28 days of the repair.
3. Use the appropriate WaterNSW form to notify us if you become aware that the equipment cannot be repaired or replaced within 21 days and apply for an extension, providing reasons as to why the repair cannot be carried out and the date by which it will be carried out.
4. The request for an extension is available on the WaterNSW website at [waternsw.com.au](http://waternsw.com.au).

## YOUR PROPERTY

- Check your water meters and organise a service or repair during non-pumping season.
- Please notify us if you service or repair your Meters.
- Deal with any safety issues relating to access to meter and pump sites so that our Customer Field Officers can safely enter the site.

## More information

Subscribe to our customer information (weekly water availability reports, e-newsletters, etc.) at [waternsw.com.au/subscribe](http://waternsw.com.au/subscribe).

## Contact us

Call us on **1300 662 077**

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

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