

# 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](http://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](http://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** or email [Customer.Helpdesk@watarnsw.com.au](mailto: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 of the meter?

If you would prefer to take private ownership of the meter, the option to do so is available. By taking private ownership you will become responsible for ensuring the meter is compliant under the non-urban metering rules. To notify us that you would like to take private ownership, complete the online form and we will be in touch to discuss the next steps -

[comms.waternsw.com.au/GOM-optout](https://comms.waternsw.com.au/GOM-optout)

### What do private ownership responsibilities include?

1. Engaging your own duly qualified person (DQP), also known as a certified meter installer (CMI).
2. Purchasing metering equipment including meters, LIDs and any future replacements.
3. Maintaining and repairing your metering equipment.
4. Complying with the non-urban metering rules by your rollout date.

### Can you give your meter back to WaterNSW after taking private ownership?

No, if you choose to take private ownership you become the owner and take full responsibility of the meter. That is why it is very important to consider your metering requirements before making this decision.

### If you choose private ownership, can WaterNSW keep your meter compliant?

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.

## What does it cost to have a government-owned meter?

The NSW Independent Pricing and Regulatory Tribunal (IPART) has determined a new annual metering service charge (MSC) for government-owned meters that will replace your old MSC once your meter becomes compliant.

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. The MSC is used to cover the costs of operation and maintenance of government-owned meters.

IPART has also introduced new non-urban metering charges as part of the 2021 determination. These new charges are divided across all water users and apply to both government-owned and private meters.

The charges are as follows:

- A 'scheme management charge' will apply as an annual fee to all licensed water users per licence.
- A 'telemetry service charge' will apply as an annual fee per meter for water users connected to telemetry.
- The MSC 'operating costs' applies to customers with a government-owned meter and is applied annually per meter.

For more information on the [IPART determination](https://ipart.nsw.gov.au) please visit [ipart.nsw.gov.au](https://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](mailto:Customer.Helpdesk@waternsw.com.au)

## 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
<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.