

Faulty metering equipment - S91i process



Under the *Water Management Act 2000* section 91i, all water users **must report faulty metering equipment to 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. If your equipment is not working properly you will receive an email from the data acquisition service (DAS) which will outline what steps you must follow, including submitting an S91i form.

What to do if your equipment is faulty?

If you notice that your metering equipment is faulty, 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 meter to WaterNSW within 24 hours

Report using the online s91i self-reporting form which is available on the WaterNSW website at watnsw.com.au/s91i

- You will need to specify how the water will be taken and measured while the metering equipment is faulty.
- Report your water take in a logbook that we will provide you after you have submitted the form.

Step 2



Repair or replace the metering equipment within 21 days and have it certified by a duly qualified person (DQP)

- A list of DQPs can be found on Irrigation Australia Limited's website at irrigationaustralia.com.au
- If your equipment cannot be repaired or replaced within 21 days, you can apply for an extension for the estimated time it will take to be repaired. Complete the s91i extension form available at watnsw.com.au/forms

Step 3



Submit a completion form

Once the equipment is repaired or replaced, submit an s91i completion form to WaterNSW at watnsw.com.au/forms

The completion form needs to be submitted within 28 days and include:

- the logbook used to record the water taken while the metering equipment was faulty
- a copy of the validation certificate completed by the DQP.

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?

More information about metering can be found on our website at watnsw.com.au/metering

If you have any questions, contact our Customer Service team on 1300 662 077 or Customer.Helpdesk@watnsw.com.au