Installing your own meter

Fact sheet

This fact sheet will assist in the self-installation of a compliant non-urban meter, including submitting the installation details to WaterNSW.

If your cumulative/total water take falls within the **15 ML to 100 ML** range you may be eligible to self install a pattern-approved meter. Always check the current metering requirements before purchasing metering equipment using our website.

Who can self-install?

You may be eligible to self install a pattern-approved meter if:

- Your work approval requires a meter but telemetry and installation by a duly qualified person (DQP) is optional.
- Your meter meets compliance requirements, which you can check through the non-urban water metering framework and guidelines webpage.
- You can provide installation evidence.
- You can complete the required submission form.

Information you will need

Before you begin your self-install process, ensure you have the following information ready to submit. Please ensure all fields are correct and images are clear to avoid delays with your submission.

Installation details

- ☐ Meter serial number
- ☐ Meter make and model
- ☐ Installation date
- ☐ Opening meter reading
- ☐ Work approval number
- ☐ Property name
- ☐ Property address
- ☐ Contact details

Photographs required

- ☐ Meter face
- ☐ Meter serial number
- ☐ Pipework arrangement
- ☐ Overall installation (context)
- ☐ Site location (if requested)

Self installation process

Purchase a compliant meter
You can view a maintained list of pattern-approved non-urban water meters here.

Self-install correctly
Install the meter according to the manufacturer's instructions and the pattern approval certificate.

Take required photographs
Capture the required images of the meter, serial number, pipework and installation location clearly.

Complete & submit the online form
Submit your meter detail and upload your images into the online self install form.

Ready to self-submit?

Complete the self-install form when you are installing a new meter, that under the amended requirements, does not need a local intelligence device to be installed.

Please note: When submitting your completion form, please be aware that the following are common reasons why submissions may be delayed.

- Unclear or blurry photographs
- Incorrect serial numbers
- Missing meter reading
- Incomplete forms
- Incorrect installation details
- Missing supporting information

Need help?
If you need more information, please contact our Customer Service Centre on 1300 662 077, Monday to Friday between 8am-5pm or email Customer.Helpdesk@waternsw.com.au

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