

Safety at your pump site

Work approval holder responsibility (Water Management Act 2000)

Fact sheet

WaterNSW puts safety above all else when reading your water meter. Our staff need to conduct meter readings on your property as safely as possible. You are responsible for maintaining safe access to your meter site.

Your responsibility

The NSW Workplace Health & Safety Act 2015 deems you, the landholder, as a "Person Conducting Business or Undertaking" (PCBU). As a PCBU you are responsible for safety of persons on your property. You are responsible for the safe access to and immediate site around your work approval and meter. WaterNSW staff have right of entry to your property to read meters and do so as safely as possible (*Water Management Act 2000 entry on land to read meters and carry out works Section 296*).

WaterNSW responsibility

WaterNSW staff must conduct our activities in a safe manner. This includes assessing safety risk before recording a meter reading. Policies and procedures are in place to address risks of entering a property and reading meters. WaterNSW staff are responsible for highlighting any risk which cannot be avoided or is not able to be controlled such as an unsafe walkway or handrail. WaterNSW staff will inform you of any risk that needs attention. We will ask you to provide a date to repair your site and that you supply meter readings until the risk is eliminated.

What do I need to do to help keep my meter site safe?

As the PCBU and works approval holder, you can help keep the site safe with the following:

- Keep vegetation growth at meter sites under control.
- Maintain safe and clear vehicular access to the meter site.
- Keep structures such as walkways, platforms and ladders in good order and comply with standards where required.
- Inform WaterNSW of changes to layout of channels and fences.
- Eliminate electrical hazards, grease and oil spills chemical containers and soil subsidence.
- Keep guards on rotating shafts and belts.
- Inform WaterNSW of any issue on your property that may create a safety problem such as newly locked/chained gates that need a WaterNSW lock attached and tyre spikes on roads that are installed to deter diesel theft.
- Work with WaterNSW staff to eliminate any identified safety risks when asked.

What WaterNSW will do to put safety first?

WaterNSW staff will comply with any advice or direction given by a property owner such as reporting to an office to sign in or make contact prior to property entry. This contact could also be used to inform WaterNSW staff of any new or temporary hazard such as crop spraying.

WaterNSW will also:

- Comply with our Safe Work Method Statement for meter reading and conduct a risk assessment of each meter site before reading a meter.

- Keep records up to date on safety issues so other staff do not inadvertently encounter the same hazard if they conduct the meter reading.
- Will not put our staff at risk to obtain a meter reading. We will report a hazard verbally in the first instance, then escalate this with a letter of request to address an issue within a timeframe. If no action is taken, WorkCover will be informed, meter readings will cease, and the works holder will be asked to supply meter readings in accordance to their works approval conditions until the hazard is attended to.

Safety audit of your work approval

WaterNSW undertakes safety audits of work approval meter sites in NSW.

Some infrastructure such as walkways, ladders, platforms, pump sheds and access roads may need additional maintenance to make them safe.

If you are requested to address a safety issue, remember that the safety of WaterNSW staff on your property is your responsibility. We will work with you to find a solution.



An example can be seen in the picture above of an old walkway to a meter on a bubbler. It has no handrails and no protective barrier to prevent a fall into the water when reading the meter. There are two available options:

1. Upgrade the walkway to comply with standards or
2. Upgrade and/or relocate the meter head, to eliminate the need to walk on the platform.

Number two is the preferred option. Another common example is a meter located on pipework on a steep bank with no suitable access. For safety and practical access the preferred option would be to relocate the meter to the top of bank or install a set of steps and handrail to safely access the meter.

Need help?

If you need more information, please contact our Customer Service Centre on [1300 662 077](tel:1300662077), Monday to Friday between 8am-5pm or email Customer.Helpdesk@waternsw.com.au

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