



Water Metering

PRACTICE NOTE WAT02

This Practice Note is part of a series of notes developed to assist with the use and implementation of the Central Hawke's Bay District Council's (Council) Water Supply Bylaw 2021, and our Sustainable Water Management Plan 2021-2024.

Purpose

This practice note has been created to provide information on the requirements and responsibilities around water metering. It outlines the key information from the Sustainable Water Management Plan and Water Supply Bylaw that we use to manage and maintain our district's water supplies.

Why leakage is important

Measuring the amount of water used by individual customers is an important part of our strategy to manage demand and make sure there is water available for everyone in the future. We value our most natural resource, water, and our focus on reducing water use is an important part of our Sustainable Water Management Plan¹.

In this plan aim to reduce residential water consumption by 10% by 2025 (to less than 1800 litres per house per day) and reduce it by 20% by 2035 (to less than 1500 litres per house per day). One of the key tools to help us achieve these targets will be through universal water metering and volumetric charging.

We will also be undertaking education and awareness campaigns and working with commercial and industrial customers to encourage them to reduce their water consumption.

¹Sustainable Water Management Plan 2021 – 2021: <https://www.chbdc.govt.nz/assets/Uploads/002783-Sustainable-Water-Plan-aPRT.pdf>

Who has a water meter?

All new connections are required to have a water meter installed, unless the connection has been approved by us for fire-fighting.

We already have water meters installed on many connections. If you don't already have a water meter, we may install one and charge you for the water you use.

If we think your water consumption is unreasonably high, we can install a water meter and charge you for installing the meter and for the water you use.

We normally meter extraordinary supplies and we may impose specific conditions and limitations. An extraordinary supply is where water is used for anything other than domestic purposes.

If you receive a restricted supply, we may charge you for the water used based on the volume of water passing through your water meter, or on the agreed number of water units.

If you receive an 'out of area' supply, this will be through a water meter to an on-site water tank of a minimum volume of 30,000 Litres. The flow may be restricted by a Council supplied or approved flow restrictor.





Your responsibilities

You will need to pay for the cost of water which passes through your water meter, regardless of whether this water is used or a result of leakage.

You must not interfere with or tamper with your water meter or restrictor.

If your water meter is located on your property:

- You will need to allow Council access to undertake water meter readings without notice between 7:30am and 6pm on any day. Outside of these hours we will give you notice. Where access is not made available of the times notified and a return visit is required by us, we will charge you the actual cost of reading the meter.
- You will need to keep the area in and around the water meter free of soil, growth or other matter that might obstruct or prevent water meter reading.

If you are leaving your premises, you need to give us 7 working days' notice to arrange a final meter reading.

If there is a change of ownership, we will automatically record the new owner as being the customer at the premises.



Our responsibilities

We will supply, install and maintain all water meters for our water supplies. This includes restrictors for restricted flow supplies.



New connections

Water connections from our water supply, including the meter, must be installed by one of our approved Council contractors. Please complete the Application for Service Connection Water/Sewer/Stormwater form² to apply for a new connection.

We will specify where the water meter is to be installed so that it is easy to access for meter reading and maintenance. Where practicable this will usually be on the Council side of the point of supply.

How to find and read your water meter

Water meters are usually located in a box in the ground on or near your front boundary. Further guidance on reading your meter can be found on our website³.

We recommend that you look at your water bill on a regular basis. We aim to make sure your water meter has been correctly read, but if you believe there is an error in the reading please contact us.

You can also calculate your water usage using our online tool found here www.chbdc.govt.nz/services/water/water-meters/.

A higher than usual bill could indicate that you have a leak – our Practice Note WAT05 Leakage and Wastage gives further information on what to do if you think you have a leak. As a guide normal household usage should be about 25,000 litres per month (approximately 800 litres per day), but activities like irrigating the garden can dramatically increase your water usage, as can leaky pipes, taps and stock troughs.

If you'd like to find out more about saving water, please check out our webpage on how much water do I use? www.chbdc.govt.nz/services/water/using-water.

Water charges

Under the Bylaw we can prescribe the charges to be made in respect of water consumption, and we may prescribe different charges for different classes of consumer.

By using water meter tariffs and trade waste charges we are encouraging water use efficiency with our larger users. Domestic meters are read quarterly and monthly for customers with trade waste accounts and larger water consumers.

Our current fees and charges can be found here www.chbdc.govt.nz/our-council/fees-and-costs/current/

Water used for the purpose of extinguishing fires will be supplied free of charge. If you have a water meter, we will estimate the quantity of water used for firefighting purposes and credit your account based on the estimate.

²Application for Service Connection Water/Sewer/Stormwater form: <https://www.chbdc.govt.nz/assets/Document-Library/Forms/Water/New-Connection-To-Services-Application.pdf>

³How to read your water meter: <https://www.chbdc.govt.nz/assets/Document-Library/Publications/Water-Meter-Reading-Information.pdf>

For more information

View Council's updated Bylaws on our website: www.chbdc.govt.nz/our-council/bylaws

View Council's Sustainable Water Management Plan online:

<https://www.chbdc.govt.nz/assets/Uploads/Sustainable-Water-Management-Plan.pdf>

If you have further questions or need more information, you can phone Council on **06 857 8060**, email us at customerservice@chbdc.govt.nz, visit us at 28-32 Ruataniwha Street Waipawa 4210 or send us a letter, PO Box 127 Waipawa 4240.

Use the **Send Snap Solve App** to report any spills. CHBDC have a spill response and reporting procedure they will implement.

