



WATER SERVICE REQUIREMENTS FOR METER INSTALLATION

THIS FACT SHEET IS TO HELP ENSURE NEW WATER SERVICES COMPLY WITH HUNTER WATER'S METER INSTALLATION REQUIREMENTS.



APPLICATION FOR WATER CONNECTION AND METER INSTALLATION

An application for water connection and meter installation can be lodged within two weeks of the meter installation date. No applications will be accepted where the planned meter installation date is more than two weeks from the application date.

The meter installation date is the date the service is completed in copper with an inlet and outlet going into the ground, and a metal spacer in place. Hunter Water's contractor will install the water meter within five working days of this date.

If the meter assembly will not be ready for the date requested, Hunter Water must be contacted on 1300 657 657 at least two working days prior to the scheduled date to allow it to be modified.

If the installation date is not updated and the contractor attends the property to install the meter with the service is not ready, a meter installation non-compliance fee will be charged. This fee will need to be paid at a Hunter Water Customer Centre before a new installation date can be booked.

METER ASSEMBLY SPACERS

The meter assembly will require a metal spacer to be affixed where the water meter is to be installed. The meter spacer **MUST** be in place immediately upon the water meter service being erected. This is required to safeguard the community if the service becomes live due to an electrical fault at

the property. **Failure to do this will be considered a serious safety defect.**

Spacers for 20mm and 25mm services are available from plumbing supply stores in conjunction with drill kits.

Spacers for 32mm and 40mm services will have to be made by the plumber. Hunter Water's contractor installs all meters from 20mm to 40mm, meters 50mm or larger will be supplied to the plumber for them to install.

When the contractor replaces the metal spacer with a new water meter, the metal spacer will not be left onsite. They can be collected from the contractor's depot. To enable the contractor to return your metal spacers, please ensure you have identifying marks on them.

NON-COMPLIANT SERVICES

If Hunter Water's contractor attends a property and finds that the service is not completed correctly, it will be determined to be non-compliant. A further application for meter installation will be required to be lodged with Hunter Water once the service has been completed correctly.

Some of the common non-compliance faults are:

- There is no outlet on the service;
- The service has not been started;
- The spacer is connected to tap;
- The spacer or spacer outlet is non-metallic;

- The service has been damaged or buried;
- The property is inaccessible.

If the property is fenced off and there is no safe access, it is important to advise Hunter Water upon application so that arrangements can be made for access to install the meter.

In all circumstances of non-compliance, where the Hunter Water contractor has attended the property, a further application for meter installation is required.

Note: Both the inlet and outlet of the service must be in copper and secured into the ground, and a metal spacer in place even if the service is only temporary. There are no exceptions to this rule.

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