

OP8131 - Sub-Metering Policy

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| Document Owner | Executive Manager Customer Experience |
| Document Author | Infrastructure Standards Manager |
| Supporting Legislation & Documents | Body Corporate and Community Management Act 1997 (QLD) Plumbing and Drainage Act 2018 (QLD) Plumbing and Drainage Regulation 2019 (QLD) Water Supply (Safety and Reliability) Act 2008 (QLD) Queensland Plumbing and Wastewater Code (2019) Part B1.2 – Water meter in new premises |
| Documents Directly Related | BP9256 - Connections Policy Pr8132 - Specification for Sub-Metering Pr10068 - Specification for Water Meters Pr9253 - Connections Administration Manual F8686 - Application to Inspect Sub-Meter Installation |

1. Policy Statement

Unitywater requires that all new developments containing multiple meterable premises and drawing a water supply from Unitywater's infrastructure will be metered in accordance with this policy and the supporting *Technical Specification*.

Unitywater does not require existing developments to retrofit sub-meters. However, if the complex management or owner chooses to do so then the installation must comply with this policy and the supporting *Technical Specification*.

2. Purpose and Objectives

Prior to the changes introduced via the *Queensland Plumbing and Wastewater Code (QPW Code)* on 1 January 2008 it was not mandatory to install water meters within residential and commercial developments that contained multiple meterable premises. This meant that in most circumstances individual premises owners had no knowledge of their individual water use and consequently may not have been encouraged in their attempts to reduce their individual consumption.

As from 1 January 2008 it has been mandatory to install meters to all meterable premises. For developments with multiple meterable premises this requires developers to establish sub-meters to each premise behind a master meter installation. A sub-meter installation results in Unitywater establishing a sub-meter network for the purposes of billing because each sub-meter is supplying an individually strata titled unit. This enables Unitywater to directly charge the owners of separate premises for their actual water consumption.

The purpose of this policy is to:

- Provide a comprehensive policy framework for property owners/developers, hydraulic consultants, plumbers and Unitywater customers to understand Unitywater's requirements regarding the sub-metering of individual premises for new developments (and existing developments if the management or owner of the complex decides to install sub-meters);
- Enhance the effectiveness of Unitywater's water charging system by permitting pay for use for qualifying consumers/customers.

3. Policy Scope/Coverage

3.1 What is a sub-meter?

The term 'sub-meter' is used to describe individual water meters within multiple premise complexes. The term also differentiates from a 'master meter' which measures the supply of water to a multiple premises complex as a whole, and is located upstream of the sub-meters.

Another type of sub-meter network includes a 'sub-master meter'. These sub-meter network configurations have been used in some nested/staged developments.

3.2 Who needs a sub-meter?

The *QPW Code* requires any new meterable premise drawing a water supply from Unitywater's infrastructure to install a water meter to measure the amount of water supplied to the premises.

Multiple premises complexes established prior to the introduction of the *QPW Code* requirement when it was first introduced on 1 January 2008 are exempt from the requirements of the *QPW Code*. This is because it may be impractical to sub-meter all premises in the existing complex. It is optional whether an existing complex elects to install sub-meters or not. Should the owner or body corporate elect to do so they shall be responsible for all associated costs and must follow the same requirements as specified in this policy as for new premises.

Secondary dwellings/associated unit (Class 1) buildings that have a single property title, will be required to establish a sub-meter network in accordance with this policy, however, Unitywater will not read or bill from any sub-meters. Unitywater will only charge on the consumption measured by the master meter installed for the property.

New duplex/dual occupancy (Class 2) buildings will have separate master meters installed for each premise and as such are not required to establish a sub-meter network in accordance with this policy. Where a duplex/dual occupancy is established as a single property title, Unitywater will not read or bill as an individual meter network for each unit. Unitywater will charge on the consumption measured by the total of the master meter(s) installed for the property.

Existing duplex/dual occupancy buildings that have been established ***after*** the *QPW Code* requirement for meterable premises that are not compliant with the new duplex/dual occupancy requirements specified above, and are wanting to establish separate billing for each premises, must reconfigure/retrofit a master meter configuration similar to the requirement for new duplex/dual occupancy buildings. **Note:** *Where a duplex/dual occupancy is established as a single property title, Unitywater will not read or bill as an individual meter network for each unit. Unitywater will charge on the consumption measured by the master meter/s installed for the property.*

Existing duplex/dual occupancy buildings that have been established ***prior to*** the *QPW Code* requirement for meterable premises, and are wanting to establish separate billing for each premise, can either retrofit a master meter configuration similar to the requirement for new duplex/dual occupancy buildings or be retrofitted with sub-meters in accordance with this policy. Retrofitted duplex/dual occupancy buildings will only have those sub-meters read and billed by Unitywater if there is a separate property title for each unit, otherwise Unitywater will only charge on the consumption measured by the master meter/s.

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3.3 Performance Criteria

Part B1.2 of the *QPW Code* provides the following performance criteria for water meters in new developments. Part B1.2 also details acceptable solutions to satisfy these performance criteria.

- The water supply to a meterable premises must be fitted with a device (water meter) to measure the amount of water supplied to the premises.
- A water meter must be located so that it is easy to read and maintain.
- A water meter must be properly maintained.
- The installation of a *water meter* includes a device that allows for the restriction of the flow of water from the *water service* to the *water meter*.

A water meter capable of having a flow restrictor installed shall satisfy the fourth performance criteria.

3.4 Application and Approval Process

Unitywater uses the connection application and approvals process to manage the approval for installation of sub-meters. The fee for the connection approval will be applicable to the sub-meter component of the approval. The applicant/developer should ensure that documentation supplied under a connection application clearly demonstrates where multiple meterable premises will exist within the development and specifically seek Unitywater's approval for the installation of sub-meters for the proposed development.

Unitywater will consider the application and, if agreed that sub-meter installation is necessary as required by the *QPW Code*, issue a conditional approval requiring the developer to install sub-meters within the development in accordance with the *QPW Code*, this policy and associated *Technical Specification*. The relevant Local Government (Council) will then consider an application from the applicant's licensed plumber ('Responsible Person') for a Plumbing Compliance Permit to enable work to commence.

Installation work shall not proceed until conditional approval has been received from Unitywater and a *Plumbing Compliance Permit* has been issued by the Local Government. The *Plumbing Compliance Permit* should include or reference the Unitywater's conditions of approval.

3.4.1 Who is the Applicant?

The person applying (the 'applicant') for the Connection Approval (including sub-meter installation) for developments containing multiple meterable premises shall be the property owner or their designated representative.

3.4.2 Retrofitted Buildings and Developments

Unitywater allows the retrofitting of sub-meters to existing complexes provided that the installed meters are accessible for easy reading and maintenance. The sub-meters must comply with this policy and the *Sub-metering Technical Specification*.

As a prerequisite to Unitywater considering the application for retrofitting sub-meters to an existing complex the applicant will need to provide evidence of a formal decision of the body corporate to pursue sub-metering of the complex. Only an application for retrofitting sub-meters to the entire complex will be considered. Piecemeal retrofitting of sub-meters to a complex is not acceptable.

3.5 Building/Development Types

The *QPW Code* requires sole occupancy units in all new buildings of certain Classes (i.e. 2, 4, 5, 6, 7 and 8) which are exclusively occupied must be provided with sub-meters.

For example, where a shop that is currently sub-metered is split into multiple shops to become sole occupancy units then the premises must be fitted with sub-meters for each additional tenancy.

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Where the configuration of the units change, sub-meters will need to be retrofitted or removed to suit the new configuration. A new sub-metering application must be submitted to Unitywater and approval obtained prior to the work being undertaken.

The following sub-sections give further detailed requirements for some common building types and development types.

3.5.1 New Duplexes/Dual Occupancies

Duplexes/dual occupancies are not to be sub-metered. Each individual unit is required to be provided with an individual master meter and need to comply with any general Unitywater policies and technical requirements for Unitywater master meters. Refer to Section 3.12 for details on the billing qualifications for duplex/dual occupancies.

3.5.2 Triplexes

Triplexes will typically be serviced by a 25 mm or 32 mm master meter and have three 20 mm sub-meters installed in accordance with this policy.

3.5.3 Secondary Dwellings and Dwelling Units

A 'secondary dwelling' (also known as 'multiple housing Type 1', 'associated unit', 'granny flat' or a 'dependant person unit') or 'dwelling unit' might involve two dwellings or dwelling and unit on the one property title, and will therefore be required to establish a sub-meter network in accordance with this policy. However, Unitywater will only read the master meter for the single property title. To differentiate between a secondary dwelling, dwelling unit and a duplex/dual occupancy the dwelling must meet all the criteria in the relevant Council planning scheme for the type of use.

If a second master meter is requested/applied for/installed for a secondary dwelling or dwelling unit then Unitywater will apply infrastructure charges as part of the approval for the second master meter installation. **Note:** *As secondary dwellings and dwelling units are established as a single property title with the main dwelling, Unitywater will not read or bill as an individual meter network for each dwelling. Unitywater will charge on the consumption measured by the total of the master meter(s) installed for the property.*

3.5.4 Horizontal Complexes

Examples of horizontal complex development include: retirement villages; gated communities; shopping centres; industrial estates; etc. In such developments the sub-meters shall:

- be installed in accessible areas to facilitate meter reading, maintenance and replacement;
- be housed in approved meter boxes (lids shall have a non-slip surface);
- shall be installed in locations that do not pose a risk to the general public.

Water used in common property areas (e.g. recreation areas and common area amenities) will not be separately measured by Unitywater. Unitywater will bill the body corporate the difference in consumption between the master meter and the sum of all the sub-meters for each meterable premise.

The complex may install a meter to directly measure consumption by these common property areas. However, these are considered private meters and not sub-meters as required by the QPW Code or this policy and as such Unitywater will not read such private meters or bill on the basis of consumption measured by such private meters.

For gated communities it is not compliant with Unitywater's *Sub-Metering Policy* and *Technical Specification* to provide Unitywater the keys to the security gates or doors to the property for the purpose of providing access to the sub-meter locations for reading, operation and maintenance purposes. Supply of the access code to enable keyless entry is acceptable.

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3.5.5 Vertical Complexes

Vertical complexes (that is, high rise developments) shall have sub-meters grouped together and installed in an accessible common area to facilitate meter reading, maintenance and replacement.

Vertical complexes will require a water sub-meter enclosure to house the sub-meters. More than one water sub-meter enclosure may be required for each storey.

If the sub-meters are within a fire cabinet enclosure the fire and safety rating shall not be compromised and the water sub-meter enclosure shall be adequately drained or banded to prevent seepage into the infrastructure.

Water used in common property areas (e.g. recreation areas and common public toilets) will not be separately measured by Unitywater. Unitywater will bill the body corporate the difference in consumption between the master meter and the sum of all the sub-meters.

3.5.6 Mixed Use Complexes

Mixed use complexes (that is, mixed residential and non-residential) shall have a master meter (or sub-master meter) servicing each separate section, e.g. a master meter to the residential section and a master meter to the non-residential section.

The location of the water sub-meter enclosures shall be in an accessible area to allow access to the sub-meters for meter reading, maintenance and replacement.

If the sub-meters are to be within a fire cabinet enclosure the fire and safety rating shall not be compromised and the water sub-meter enclosure shall be adequately drained to prevent seepage into the infrastructure.

Water used in common property areas (e.g. recreation areas and common public toilets) will not be separately measured by Unitywater. Unitywater will bill the body corporate the difference in consumption between the master meter and the sum of all the sub-meters.

3.5.7 Staged Developments

Where developments are of a staged nature there may need to be separate applications at each stage of the development. At each stage of the development all water supplied by Unitywater to the property shall be metered and paid for.

In these situations a sub master meter configuration is a requirement. This allows the Body Corporate more control when identifying issues in their infrastructure (e.g. concealed leaks) and facilitates accurate and equitable billing.

3.6 Accepted Products

Meters, AMR systems and associated fittings shall comply with the requirements of the *Sub-metering Technical Specification* and the requirements of the SEQ Design and Construction Code.

Meters, AMR systems and associated fittings that are acceptable to Unitywater can be found at: www.seqcode.com.au/products.

In any one development all sub-meters of the same size shall be of the same make and model.

3.7 Technical Specification

The *Sub-Metering Technical Specification* (Pr8132) developed for this policy helps ensure that decisions are consistent and in line with the policy intent.

The *Technical Specification* may be amended from time to time.

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3.8 Communal Hot Water Systems

In new developments Unitywater will not own, maintain or read hot water meters for communal hot water systems in a complex (i.e. hot water reticulated from a complex's central hot water service to individual units). Unitywater may however accept ownership, maintenance and reading responsibility for a sub-meter installed on the cold water inlet side of a central hot water service providing that the sub-meter meets all other requirements (i.e. accessibility).

The management of the complex may choose to source, install and manage hot water meters in accordance with the *Plumbing and Drainage Act 2018* and the *Plumbing and Drainage Regulation 2019*. However, the reading of hot water meters and ongoing maintenance will be the responsibility of the complex management.

Water consumption measured through a cold water meter on the inlet side of a communal hot water system is part of common property water consumption under this policy.

3.9 Installation of meters

The master meter will be supplied and installed by Unitywater at the expense of the developer.

The applicant/developer shall be responsible for the installation of sub-meters and the supply of all equipment and materials.

Only licensed plumbers (responsible person) are permitted to install sub-meters. The role of the responsible person is to contact Unitywater about the requirements for the location of the meters and the type of meter used.

All work shall be carried out in compliance with all relevant Acts, Regulations and By-Laws and Unitywater's standard specifications.

3.10 Audit and Acceptance

3.10.1 Audit

At the completion of the installation work the licensed plumber (responsible person) shall contact Unitywater by submitting a notification form (F8686) titled *Application to Inspect Sub-Meter Installation* which is available from the Unitywater website www.unitywater.com/building-and-developing/plumbers-place. The appropriate fee payment shall accompany the notification form.

Unitywater will then undertake an inspection of the sub-meter and any AMR installations and perform a connectivity audit to ensure that the installation has been carried out in accordance with Unitywater approval conditions and the approved drawings. During the connectivity audit it will be verified that:

- the sub-meters are accessible for reading and maintenance;
- the serial number on each sub-meter matches the serial number shown on the as-constructed drawing;
- each sub-meter is correctly installed and only measuring flow to the particular unit/lot/storey being tested (such verification shall be done by physical testing); and
- each sub-meter is identified (with tags, etc.) as to which meterable premises it serves.

During the connectivity audit, the Unitywater inspector will record the meter reading on the master meter and each sub-meter.

If the testing shows that the sub-meter has not been correctly installed then the responsible person shall investigate and remove any cross connections and mismatches, prepare new drawings and apply for another audit including payment of the appropriate fee.

Once a satisfactory compliance inspection has been completed, Unitywater will issue the applicant

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with a compliance audit letter confirming the satisfactory installation of the sub-meters for the property.

3.10.2 As-constructed information

At the completion of the installation work the licensed plumber (responsible person) shall prepare as-constructed plans of the sub-meter installation. The as-constructed plans must be submitted with the notification form (F8686) titled *Application to Inspect Sub-Meter Installation*. The as-constructed drawings shall show:

- sub-meter serial number and the property description (e.g. unit number) and lot and plan that is supplied by each sub-meter;
- the serial number of any equipment attached to the meter;
- meter size, make and model; and
- meter location, e.g. “one metre on the righthand side of the drive-way”.

The responsible person shall also provide the meter location details and reading information on the notification form (F8686) titled *Application to Inspect Sub-Meter Installation*.

3.10.3 Plumbing Compliance Certificate

Plumbing approval for the development (a Plumbing Compliance Certificate) will not be issued by the Local Government until the responsible person provides proof of consultation with Unitywater (e.g. compliance audit letter/notice).

Payment for any water used between the connectivity audit and the issue of the Plumbing Compliance Certificate shall be the responsibility of the applicant.

Following the issue of a Plumbing Compliance Certificate, the Local Government will forward a copy of the Certificate to Unitywater, together with the as-constructed drawings submitted to them.

3.10.4 Acceptance

If the connectivity audit is successful and all documentation has been provided and is in order, then the sub-meter asset handover process has been completed and the ownership of the sub-meter assemblies will transfer to Unitywater. The sub-meter assembly includes the sub-meter and the meter couplings.

Isolation valves either side of the sub-meter and any AMR equipment shall remain the responsibility of the property owner.

Where the property qualifies for individual sub-meter billing the designated Unitywater billing system officer will link each sub-meter with its respective unit/lot in the Unitywater billing system.

3.11 Ownership and Maintenance

Unitywater will be responsible for reading the master meter. Unitywater will be responsible for the maintenance, repair and replacement of any component of the master meter.

Unitywater will be responsible for reading the sub-meters either directly or via the installed AMR system. Unitywater will also be responsible for the maintenance, repair and replacement of compliant sub-meters.

Unitywater will not accept ownership or the maintenance responsibility for the plumbing between the sub-meter assembly and the master meter, the plumbing downstream of the sub-meter assembly, the isolation valves either side of the sub-meter or any AMR and associated AMR infrastructure installed at the complex. This infrastructure remains the responsibility of the complex management (e.g. meter cabinet, meter box, etc.).

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If the AMR system fails then Unitywater will charge the body corporate based on master meter readings or charge the body corporate the cost to repair the AMR.

Failure of the AMR to read one or more sub-meters constitutes a total failure of the AMR. In such a scenario, Unitywater will direct the charge for the balance of unidentified consumption (master meter minus all sub-meter readings) to the body corporate.

Unitywater may at any reasonable time conduct either in-situ testing or take a proportion of sub-meters for laboratory testing at Unitywater's expense. The objective of this testing is to ensure that the meters are working within the Maximum Permissible Error (MPE) over different flow rates.

Unitywater will advise the body corporate in advance of any expected interruptions in supply due to maintenance work and it will be the body corporate responsibility to advise the occupants.

Based on the testing results, Unitywater may conduct further testing on other sample(s) of meters, test all the sub-meters, replace some or all the sub-meters, or leave the existing sub-meters if found operating within the Maximum Permissible Error over different flow rates.

Unitywater may also elect to replace sub-meters at any reasonable time at no charge. The property owner will be advised of the replacement.

3.12 Billing

3.12.1 General

Where a sub-meter network qualifies for individual sub-meter billing, Unitywater will bill owners for the water supplied through each sub-meter.

Individual units within a complex will attract the appropriate *access charge* however the master meter will not attract any additional *access charge*.

When a sub-meter stops operating or a reading cannot be obtained, then, until the situation is rectified, Unitywater will bill the individual property owner based on the average water consumption during a similar corresponding period. It is the responsibility of Unitywater to replace any stopped or faulty sub-meter.

Unitywater may charge a service fee for inspecting and checking the performance of sub-meters if requested to do so by individual owners or managers of complexes. Where it is found that the sub-meter is reading within the specified accuracy range the service fee will be forfeited to Unitywater.

3.12.2 Common Property Consumption

Common property water consumption (the difference between the bulk consumption registered by the master meter and the sum of individual consumption registered by the sub-meters) will be the responsibility of body corporate.

3.12.3 Complexes with non-compliant sub-meters / Complexes without sub-meters / Complexes with a compliant sub-meter network that do not qualify for individual sub-meter billing

In the case of a complex that has non-compliant sub-meters (in accordance with this *Policy*) or is not individually metered by sub-meters or has a compliant sub-meter network but does not qualify for individual sub-meter billing, Unitywater may bill the body corporate directly, or apportion the consumption recorded by the master meter and bill the individual owners separately. Such apportionment will be based on the lot entitlement specified in the community management statement for the complex. A community management statement is a requirement of the *Body Corporate and Community Management Act 1997*.

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3.12.4 Tenancies

Unitywater (at Unitywater's discretion) may read compliant meters on tenancies, but will not issue individual accounts based on their usage to the tenant.

4. Roles and Responsibilities

4.1.1 General

Unitywater is responsible for the implementation of this policy and making relevant information available to consumers/customers.

Specific roles and responsibilities for applicants and developers are highlighted in Unitywater's development application information (on-line), *Connections Administration Manual* and the *Technical Specifications* related to this policy.

4.1.2 Owners and Body Corporates

Property owners and body corporates will lodge all relevant applications or advise Unitywater who is acting for them in this regard.

After sub-meters and associated infrastructure is installed the property owners shall care and maintain the infrastructure as per Section 3.11 of this policy.

4.1.3 Developers

Developers, hydraulic consultants, etc. must act in the best interests of the property owners and shall ensure that the Unitywater's requirements are met in full.

4.1.4 Plumbers and Product Suppliers

Only licensed plumbers (responsible person) are permitted to install sub-meters. The role of the responsible person is to ensure that Unitywater's requirements for the approval, installation, location of the meters and the type of meter used is complied with.

All work shall be carried out in compliance with all relevant Acts, Regulations and By-Laws and Unitywater's standard specifications.

Only meters, AMR systems and associated fittings that are acceptable to Unitywater shall be installed. A list of acceptable products can be found at: www.seqcode.com.au/products.

All work shall comply with requirements of the *Sub-metering Technical Specification* and the requirements of the SEQ Design and Construction Code.

4.1.5 Local Government

Unitywater's service area is the local government areas of Moreton Bay, Sunshine Coast and Noosa Councils. These local government authorities are responsible for approving on-lot plumbing.

The relevant Local Government is responsible for issuing a *Plumbing Compliance Permit*. The *Plumbing Compliance Permit* should include or reference the Unitywater's conditions of approval.

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4.1.6 Unitywater

Unitywater is a statutory authority that provides water and wastewater services to the local government areas of Moreton Bay, Sunshine Coast and Noosa Councils. Unitywater is governed by an independent Board.

Unitywater is responsible for implementing this policy and associated *Technical Specification*.

Executive Manager Customer Experience as Document Owner is responsible for:

- Conducting and/or delegating regular reviews to ensure this policy and related resources (e.g. procedures, forms, website content) remain fit for purpose, consistent and current.
- Approving this policy for publication (and/or seeking Board approval where required).
- Ensuring all relevant stakeholders and team members have been consulted and feedback is captured and actioned (where applicable).
- Ensuring appropriate communication and/or training is provided to relevant team members when implementing a new, amended or obsolete document (where applicable).
- Monitoring compliance with internal/external requirements (e.g. monitor legislation changes and assess/update this policy when required).

Team members are responsible for:

- Working in accordance with this policy.
- Advising the Document Owner if this policy is not consistent with current practices.
- Where possible, minimise printing and/or avoid creating duplicate copies of this policy. Ensure current versions are sourced from the [Document Centre](#).

5. Definitions

| Term | Meaning |
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| <i>AMR</i> | The term <i>AMR</i> means Automatic Meter Reading and also includes Digital Electronic Readouts (<i>DER</i>) such as a display panel that can be scrolled through to read the respective sub-meter consumption. |
| <i>accessible</i> | The term <i>accessible</i> for water meter reading, maintenance and/or replacement purposes requires the sub-meters being located in a non-locked enclosure requiring a non-key access (PIN code) and not being obstructed by vehicles or other plant or equipment or vegetation. |
| <i>applicant</i> | An <i>applicant</i> is the Body Corporate of an existing <i>complex</i> that has made the decision to retrofit sub-meters to <u>all</u> lots within the <i>complex</i> . |
| <i>body corporate</i> | The term <i>body corporate</i> refers to a corporation or body of persons or even an individual, with a legal existence distinct from the individual person(s) making up the corporate entity. The purpose of the body corporate is to manage common property. |
| <i>building classes 1 to 10</i> | Building classifications as defined by the Building Code of Australia – Classification of Buildings. Some common classes being: <ul style="list-style-type: none"> • Class 1a – detached dwelling or an attached dwelling separated by a fire-resisting wall. • Class 2 – a building containing more than 2 or more sole-occupancy units each being a separate dwelling. • Class 5 – an office building used for commercial purposes. • Class 6 – a shop or other building for the sale of goods by retail or the supply of services direct to the public. • Class 9 – a building of a public nature. • Class 10 – a non habitable building or structure. |
| <i>common area</i> | The term <i>common area</i> means an area of common property. |
| <i>common property</i> | The <i>Body Corporate and Community Title Management Act 1997</i> defines <i>common property</i> , for a community title scheme as, effectively, freehold land forming part of the scheme land, but not forming part of a lot included in the scheme. |
| <i>common property water consumption</i> | The term <i>common property water consumption</i> refers to water used in common properties within a complex for irrigation, cleaning, recreation fixtures, etc. The common property water consumption for each meter read cycle will be calculated by deducting the sum of consumption registered by all sub-meters from the consumption registered by the master meter(s). Water consumption through a <i>communal hot water system</i> is part of <i>common property water consumption</i> under this <i>Policy</i> . |
| <i>communal hot water system</i> | The term <i>communal hot water system</i> refers to a common system used to supply hot water to flats, apartments, houses or units in complexes. |

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| Term | Meaning |
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| <i>community management statement</i> | The <i>Body Corporate and Community Title Management Act 1997</i> , Chapter 1 Part 4, s.12, describes a <i>community management statement</i> as a document that a) identifies land; and b) otherwise complies with the requirements of the Act. One such requirement is to include a <i>contribution schedule</i> . |
| <i>community title scheme</i> | The <i>Body Corporate and Community Title Management Act 1997</i> defines <i>community title scheme</i> as a single community management statement recorded by the registrar identifying land and the scheme land. |
| <i>complex</i> | A <i>complex</i> includes Community Titles Schemes (CTSs) and multi sole occupancy units of a class 2, 4, 5, 6, 7 or 8 building and each storey of a class 5 building. |
| <i>complying valve</i> | A <i>complying valve</i> is a device incorporated as part of a water meter which a Water Service Provider can use to securely restrict the flow of water, either partially or fully, to the meterable premises. This is installed upstream of the master meter or sub-meter. |
| <i>connectivity audit</i> | A <i>connectivity audit</i> is a verification process in which each sub-meter is matched with its respective unit. The aim of this audit is to ensure that each unit in a given complex is supplied through one sub-meter only and to make sure that the respective sub-meter is marked clearly with the number/description of that unit. |
| <i>contribution schedule</i> | A <i>contribution schedule</i> is an agreement between the occupants of a complex and the management of that complex. This schedule states the method of distributing the water bills for common property water consumption among occupants/owners. |
| <i>DualCV</i> | <i>DualCV</i> stands for Dual Check Valve, a device used to prevent back flow and thus cross contamination of potable water network. |
| <i>DER</i> | See <i>AMR</i> . |
| <i>developer</i> | A <i>developer</i> is a corporation or body of persons or even an individual, who builds a development in which the houses/units form part of a complex and can be sold to individual owners. |
| <i>existing development</i> | An <i>existing development</i> is any development whereby the development has a Plumbing Compliance Certificate or the Developer has lodged a request for a Plumbing Compliance Certificate prior to 1 January 2008. |
| <i>fixed water access charge</i> | Unitywater defines <i>fixed water access charge</i> as the charge for having your property provided with access to the reticulated or 'town' water network in your area. It covers water supply infrastructure including water mains and pipes, pumping stations, reservoirs, hydrants and any other associated infrastructure. |
| <i>horizontal development</i> | A <i>horizontal development</i> includes free standing units or attached units supplied through one water meter for each unit and where the meter is usually located at the boundary of the unit. |
| <i>lot entitlement</i> | The <i>Body Corporate and Community Title Management Act 1997</i> , Chapter 2 Part 5, s.46, describes <i>lot entitlement</i> as a number allocated to the lot in the <i>contribution schedule</i> or interest schedule in the <i>community management statement</i> . |

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| <i>management</i> | The term <i>management</i> refers to the management of complex which can be a body corporate of a community title scheme or a representative body of a multi sole occupancy unit. |
| <i>master meter</i> | A <i>master meter</i> is a water meter upstream of sub-meters and is used to register the bulk consumption of a multi-unit complex. |
| <i>meterable premises</i> | The term <i>meterable premises</i> means: <ul style="list-style-type: none"> • All <i>class 1</i> buildings; and • Each lot within a <i>community title scheme</i>, including the <i>common property</i>, in a <i>water service provider's</i> area; and • The <i>sole occupancy unit</i> of a <i>class 2, 4, 5, 6, 7, or 8</i> building in a water service provider's area; and • Each <i>storey</i> of a <i>class 5</i> building in a <i>water service provider's</i> area where the building consists of more than one <i>storey</i> and sole occupancy units are not identified at the time of the building's plumbing compliance assessment. |
| <i>MPE</i> | The term <i>MPE</i> stands for Maximum Permissible Error which a meter is allowed to operate within. |
| <i>new development</i> | The term <i>new development</i> means any complex submitting a request for a Plumbing Compliance Certificate after 1 January 2008. |
| <i>occupant/owner</i> | The <i>occupant/owner</i> is an occupant or owner of a house, unit, flat or an apartment within a complex. |
| <i>pattern approval</i> | The term <i>pattern approval</i> refers to a certificate issued by the National Measurement Institute. This certificate states that a meter of certain make and model has passed a set of tests and met a set of requirements in order to be used by a service provider for trade purposes. |
| <i>public area</i> | The term <i>public area</i> means an area to which the public has lawful access – for example, a footpath. |
| <i>QPW Code</i> | The term <i>QPW Code</i> refers to the Queensland Plumbing and Wastewater Code; this code is required to be complied with as per the <i>Plumbing and Drainage Regulation 2019</i> . |
| <i>sole occupancy unit</i> | The term <i>sole occupancy unit</i> , in relation to a building, means: <ol style="list-style-type: none"> a) A room or other part of the building for occupation by one or a joint owner, lessee, tenant, or other occupier to the exclusion of any other owner, lessee, tenant, or other occupier, including, for example – <ol style="list-style-type: none"> i. A dwelling; or ii. A room or suite of associated rooms in a building classified under the Building Code of Australia as a class 2, 4, 5, 6, 7 or 8 building; or b) Any part of the building that is a common area or common property. |
| <i>storey</i> | The term <i>storey</i> means a space within a building which is situated between one floor level and the floor level next above, or if there is no floor above, the ceiling or roof above, but not – <ol style="list-style-type: none"> a) a space that contains only – <ol style="list-style-type: none"> i. A lift shaft, stairway or meter room; or ii. a bathroom, shower room, laundry, water closet, or sanitary compartment; or |

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| Term | Meaning |
|-------------------------------|---|
| | <ul style="list-style-type: none"> iii. Accommodation intended for not more than three vehicles; or iv. A combination of the above; or <p>b) A mezzanine.</p> |
| <i>sub-master meter</i> | A meter that is downstream of the master meter, however has sub-meters downstream of it. Used to measure water use for individual development stages or areas within a mixed use complex. |
| <i>sub-meter</i> | The term <i>sub-meter</i> is used to describe individual water meters within multi-unit complexes. The term also differentiates from <i>master meter</i> that measures the supply of water to a multi-unit complex as a whole. |
| <i>sub-metering</i> | The term <i>sub-metering</i> refers to the installation of individual water meters to measure water consumption to individual houses, units, flats or apartments that form part of a complex. |
| <i>unit</i> | A <i>unit</i> is a house, flat, lot of land or an apartment within a complex. |
| <i>vertical development</i> | The term <i>vertical development</i> includes developments of more than one storey and developments where units are supplied through meters located inside the development in a common area such as stairwell landings or beside elevator shafts. |
| <i>water advice notice</i> | Under s.140 of the <i>Water Supply (Safety and Reliability) Act 2008</i> , water service providers must give a <i>water advice notice</i> that notifies of water consumption to non-owner residents of residential premises, i.e. tenants. Transitional arrangements apply to the implementation if this requirement. |
| <i>water meter</i> | A <i>water meter</i> means a device, including equipment related to the device, for measuring the volume of water supplied to premises. An example of equipment related to the device is a pulse meter or an automatic meter reader and associated technology or similar devices. |
| <i>water service provider</i> | The term <i>water service provider</i> , for premises, means the persons registered under the <i>Water Supply (Safety and Reliability) Act 2008</i> , Chapter 2, Part 3, as the water service provider for retail water services for the premises. |
| <i>water supply</i> | The term <i>water supply</i> means the plumbing supplying water to <i>meterable premises</i> from a water service. |