

Rain Tank Water Metering

Terms and conditions for acceptance of your rain tank water meter application

1. The rain tank water meter, its installation, maintenance, operation, and associated plumbing is your responsibility.
2. Your water meter and its installation must comply with Watercare's installation requirements. An Elster Kent meter must be installed. Watercare may require replacement of a non-compliant meter at your cost.
3. Your water meter must be located so that Watercare's Meter Reader has safe and unobstructed walk-up access to read the water meter. Please consult the Installation Guidelines for more information.
If a meter reader has been unable to easily access your water meter you will be notified. If there is a problem with meter placement, you will need to contact your installer or a certified plumber to remedy this. Where the issue of access or relocation of the meter is not resolved after two consecutive meter reading attempts you will be notified and your account will be returned to the standard fixed wastewater charge until resolved.
4. You are obliged to tell us if you obtain water from an alternative source. If you have an alternative source, we may adjust your wastewater charges to better reflect how much you actually discharge.
5. If Watercare finds your water meter has been tampered with or bypassed to reduce volumetric readings, the account will be returned to the standard fixed wastewater charge and you will be back charged for wastewater based on estimated water use or the standard wastewater charge at Watercare's discretion.
6. Watercare will notify you by letter if we suspect your water meter is malfunctioning and ask you to have the meter checked. Watercare reserves the right to return your property to the standard fixed wastewater charge one month after notification unless the faulty meter has been checked, repaired or replaced. Note: Watercare may also request that you replace your meter after 15 years.
7. Once you change to the volumetric tariff you will not be able to move between charging methods within a 12-month period. Note: The volumetric tariff includes a combination of fixed and variable charges.
8. Watercare reserves the right to refuse transfer of an account to volumetric wastewater charging or transfer an account back to fixed charging where these terms and conditions are not met.
9. A \$70 fee will be charged for processing your Rain Tank Meter application. This fee will be included in your first volumetric wastewater bill from Watercare.

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