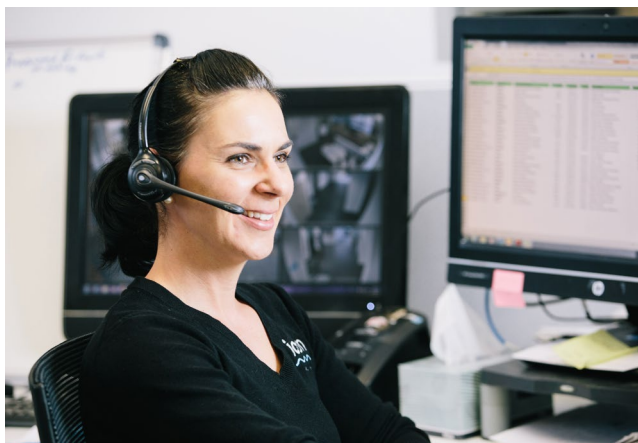


# Responsibilities for Unit Metering supply, ownership and maintenance



Do I call Icon Water?

## What is a master meter and a sub-meter?

A master meter measures the total water used by a property or development. A sub-meter is a secondary water meter installed on an individual unit's water service, downstream of the master meter, that measures the water consumption of a specific unit within a larger development.

## What is Icon Water's responsibility and what is a property owner's responsibility?

Figure 1 (over page) shows who owns the meters, valves and pipework across both Icon Water's network and the property owners internal plumbing. Icon Water responsibilities are in blue and property owners' responsibilities are in red.

Icon Water supplies, owns and maintains the:

- Master meter and sub-meters.
- Water network upstream of the master meter.

The property owner owns and maintains the:

- Sub-meter enclosure.
- The pipe works (including all pipework and fittings) that are required to connect the master meter to sub-meters.
- Any fittings located upstream or downstream of the sub-meter, as well as the isolation valves located on either side of the sub-meter.
- The piping and fittings that are located downstream of sub-meters.



Or call a Plumber?

## Asset ownership for unit sub-metering arrangements

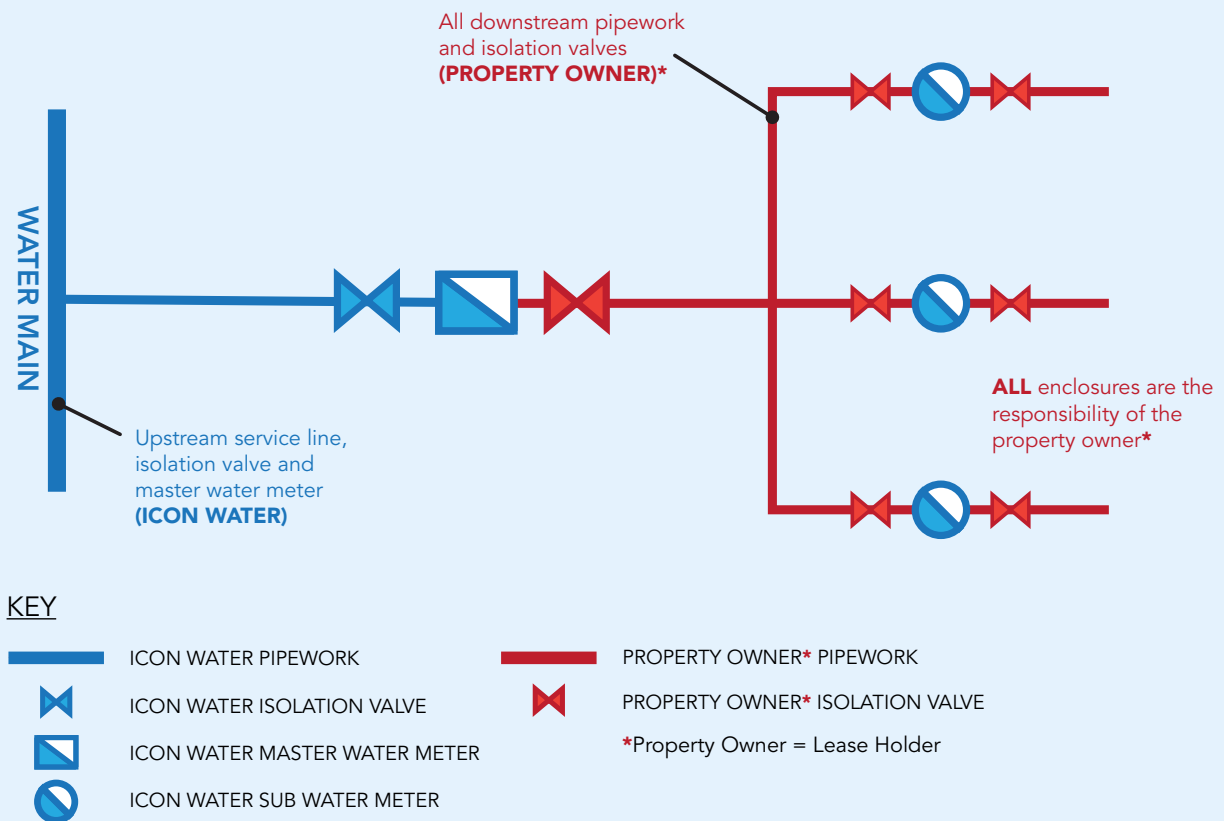
Sub-meters will be installed in meter boxes or in enclosures such as plant rooms or cabinets, as per the Figures 2 and 3 over page.

Icon Water is only responsible for the sub-meter inside the blue dotted lines. Outside of this, you will need to call a plumber. Unless water leakage is from a spilt or burst meter, the property owner is responsible. If the leakage is coming from a common area, you will need to contact the Body Corporate or Owners Corporation.

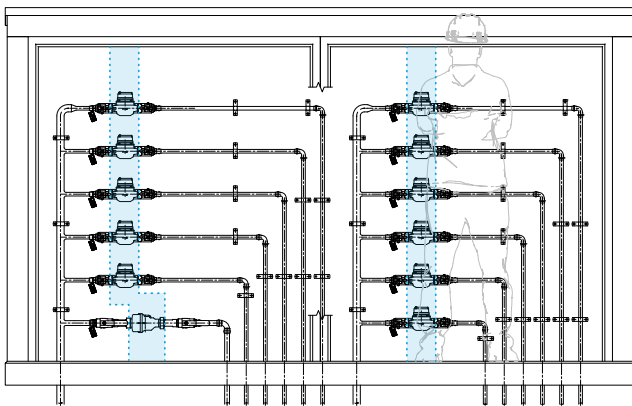
## When to call Icon Water and when to call a plumber

Icon Water	Plumber
<ul style="list-style-type: none"> <li>▪ Billing enquires</li> <li>▪ Damaged or burst water meter</li> <li>▪ Water consumption queries</li> <li>▪ Permanent water conservation measures</li> <li>▪ Water restrictions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Damage to pits and cabinets</li> <li>▪ Water hammer/noise</li> <li>▪ Pressure issues</li> <li>▪ Leakage concerns (excluding the sub-meter)</li> <li>▪ Isolation queries (can't turn water off to unit)</li> </ul>

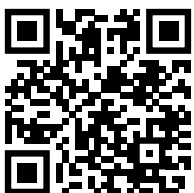
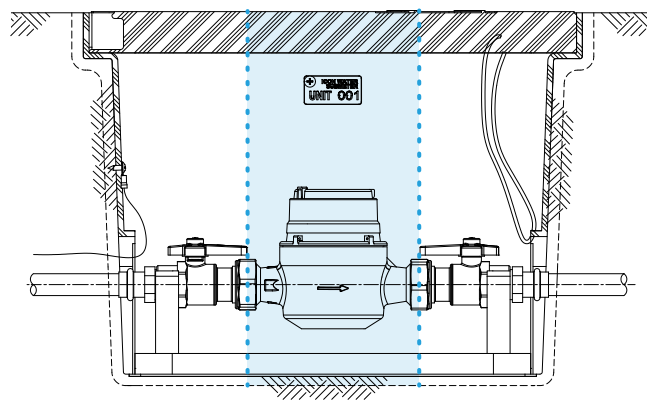
**Figure 1: Asset ownership for sub-metering arrangements**



**Figure 2: Class B sub-meters – in a cabinet**



**Figure 3: Class B sub-meters – in a pit**



### Who to contact for support

Visit our website, call our general enquiries number (02 6248 3111) or email [talktous@iconwater.com.au](mailto:talktous@iconwater.com.au).

For faults and emergencies call (02) 6248 3111 and press 1.

