



# Domestic meter installations



Using and maintaining your  
(post 1999) water meter

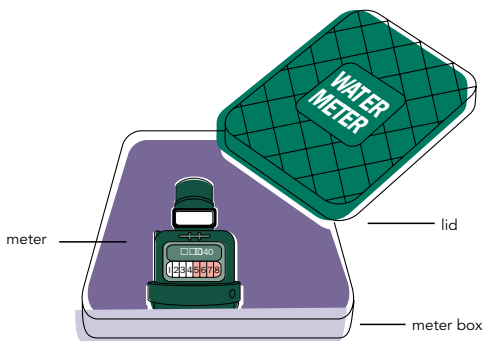
# Contents

What does the new meter installation look like?	1
What does each part do?	1
Where is the meter and isolation valve?	1
Who put them there?	2
Who owns them?	2
What can go wrong?	3
Who maintains them?	3
What the householder should do	4
How to read the meter	7
How to turn off the water	8
Interruptions to supply	8
Complying with plumbing standards	9
Glossary of terms	9
Contact information on back	

## What does the new meter installation look like?

The meter is usually painted green and is protected by a hard plastic box fitted with a removable lid.

The isolation valve is a tap located on the network or up-stream side of the meter.



## What does each part do?

The meter measures the number of litres of water used in your house and garden.

The meter box and lid protect the meter and isolation valve from the weather and from physical damage.

The isolation valve turns the household water supply off during maintenance or in an emergency.

## Where is the meter and isolation valve?

The meter and isolation valve are usually located just inside the front boundary, however they can sometimes be located:

- in the driveway
- hidden under trees, shrubs or landscape structures (which is not permitted)
- in the backyard.

# Who put them there?

In most cases, the original land developer installed the connection pipe.

From early 2000 the house plumber installed a new style isolation valve, meter, meter box and protective lid on new building sites.

Since early 2000, a program to progressively replace old style meter installations with the new style isolation valve, meter, meter box and protective lid has continued.

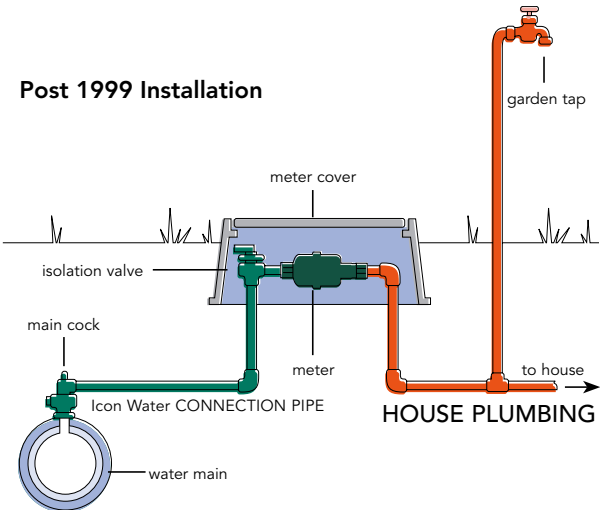
# Who owns them?

Icon Water owns the water connection pipe from the main to the isolation valve if the isolation valve is within one metre of the property boundary. However, if the isolation valve is more than one metre inside the property boundary, Icon Water is only responsible for the connection pipe up to the property boundary.

Icon Water owns the isolation valve and the meter, and we gift the meter box and lid to the leaseholder.

The leaseholder owns all the pipes and fixtures on the house side of the meter.

## Post 1999 Installation



## What can go wrong?

- If damaged, an isolation valve may leak.
- Tree roots can press against the pipes constricting supply or causing joints to split and leak.
- Excessive heat, severe cold or physical damage can burst the sight glass on the meter causing a leak.
- The connection nuts on either side of the meter can leak if damaged or exposed to weather.
- The meter assembly can be broken by cars or trucks running over the meter or isolation valve.
- Aging meters may run slowly.
- Leaking pipes or fixtures on the house side of the meter can lead to high water consumption costs.

## Who maintains them?

In most cases, Icon Water maintains the connection pipe from the main to the meter, and maintains the isolation valve and meter.

From time to time we may replace slow, faulty or old meters.

The leaseholder is responsible for:

- keeping the meter box and protective lid in good condition and protecting the isolation valve and meter from damage
- potentially paying for damage to the meter, isolation valve, meter box or lid.

The leaseholder is permitted to change tap washers without engaging a plumber however they must engage a licensed plumber for maintenance.

The leaseholder must not undertake any work on the connection pipe, isolation valve or meter. A licensed plumber may work on the connection pipe, isolation valve or meter if the work is authorised in writing by Icon Water.

Only Icon Water can connect or disconnect the supply at the water main.

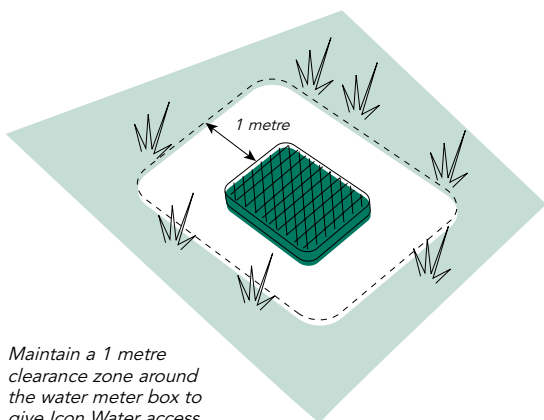
# What the householder should do

## Provide access

A spring clean to remove vegetation, spiders, soil and obstructions from the meter box will ensure the meter can be read correctly and the isolation valve can be shut off in emergencies.

It is important that the leaseholder keeps a one metre radius zone clear of obstructions on all sides of the meter box so that maintenance and meter reading can be carried out efficiently. Lawn and flower beds are acceptable, but trees, fences, shrubs, hedges, rockeries, masonry structures, letterboxes, foundations, irrigation pipes, paths, driveways and garden features hinder our access. The leaseholder may have to pay for the removal of obstructions.

When designing your garden, make sure the meter reader can safely access the meter. The leaseholder is responsible for maintaining access to the meterbox.



*Maintain a 1 metre clearance zone around the water meter box to give Icon Water access.*

## **Report faults at the meter**

Report faults or leaks around the meter area by phoning Icon Water on **6248 3111**.

Icon Water will investigate the problem and make repairs to the utility property.

Phone a licensed plumber to repair leaks in your plumbing pipes.

## **Prevent contamination**

The water supply could become contaminated if pollutants such as chemicals, sewage or pesticides are sucked back into your plumbing system.

Although recently installed water meters contain an inbuilt spring loaded valve to reduce the risk of back flow into the network main, it is also important to prevent contaminants from entering the household plumbing.

Plumbing and irrigation systems must comply with back-flow prevention standards. Plumbers are licensed to apply these standards. Always engage a licensed plumber when extending, altering or undertaking maintenance on your plumbing system.

Disconnect hoses from garden spray containers immediately after use.

## **Watch for leaks around the house**

A lot of water can be wasted from burst pipes, dripping taps, running cisterns, leaking washing machine hoses or faulty relief valves on hot water units.

Householders can check for leaks. Turn off all basin, bath, shower, kitchen sink, swimming pool and garden taps. Read the meter, wait an hour, then read the meter again. A change in the reading may indicate water is being lost.

## Stop water theft

If you know of people who say they get water free of charge, it is not free. You and other customers are paying for it. Report water theft to Icon Water on **6248 3111**.

Icon Water will investigate all claims and your input will be kept confidential.

Any person interfering with the operation of the meter may be prosecuted.

## Get the right pipe sizes

Incorrect sizing of plumbing pipes can cause flow problems with showers, taps and garden irrigation systems.

A licensed plumber can advise you on how to make effective use of the water pressure in your suburb.

If you need a cost estimate for a larger connection pipe, contact Icon Water on **6248 3111**.

## Protect the meter

Protect your meter from damage by keeping the cover in place and keeping the meter zone clear of obstructions.



## How to read the meter

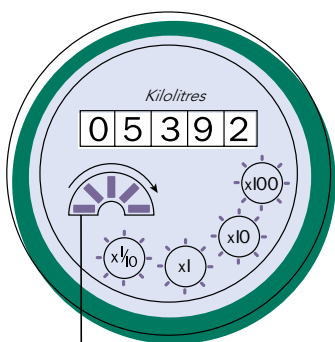
Icon Water encourages householders to read their meter at regular intervals to monitor water usage.

As meters age they often slow down. By reading your meter over time you may be able to spot a change.

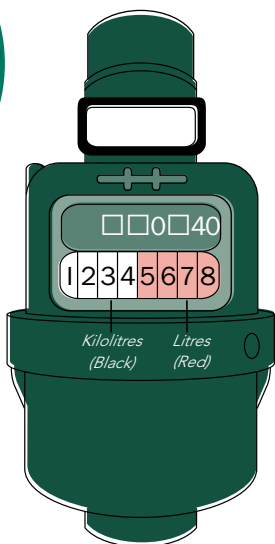
When Icon Water install a new and more accurate meter, we recommend you read the meter each month. This way you will not be surprised by a higher than usual water account.

Meters installed after 2000 have a number of dials for operational purposes.

The row of black numbers show the kilolitres of water used by your home. The row of red numbers on the barrel show the litres.



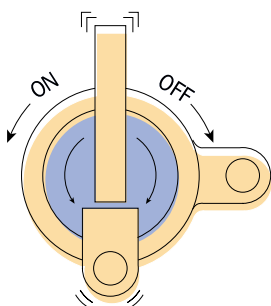
flow indicator



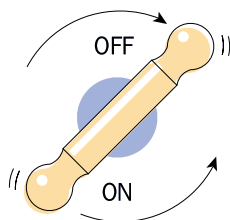
## How to turn off the water

From time to time you will need to turn off the isolation valve to repair leaks or change tap washers.

- Rotate the handle clockwise to shut the water OFF.
- Rotate the handle anti-clockwise to turn the water ON.



Quarter turn tap



Standard spindle tap

## Interruptions to supply

Icon Water will give you at least two days written notice of any planned maintenance which may interrupt your water supply.

Icon Water will give at least four days written notice of planned work if you use a dialysis machine.

Icon Water will tell you when the interruption will start and how long it will last.

When the connection pipe or the meter assembly burst unexpectedly, Icon Water may need to shut off the supply while making repairs. We regret the inconvenience caused by these unplanned breakdowns.

## Complying with plumbing standards

Environment and Planning Directorate (EPD) administer the standards required for household plumbing installations and inspect new or modified plumbing works. All plumbing work connected to the Icon Water system must be approved by the EPD.

## Glossary of terms

Leaseholder – owner of the property.


Householder – occupants of the property.



## Talk to us

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**T** (02) 6248 3111

 @iconwater

GPO Box 366,  
Canberra ACT 2601

**iconwater.com.au**

## Language assistance

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Se vi serve un interprete, telefonate al seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

13 14 50  
24 hours

Icon Water Limited ABN 86 069 381 960