

Please read this information sheet before making an application to Shoalhaven Water to have alterations done to your water meter service. This document will provide you with guidance in seeking a nominal size of a water meter connection because of:

- fire services
- low water pressure flows
- to minimise charges

Downsizing your water meter service connection

Why would I want to downsize the water meter service connection?

- A non-residential property may not have a need for greater volumes or pressures of water provided by a larger than normal (20mm) water meter service connection.
- The availability charges as shown on the Water Account, for water and sewerage is based on the size of a customer's water meter service connection for non-residential and non-strata premises that require a larger than 20mm connection.

What are the effects of downsizing a water meter service connection?

- Flow – A decrease of the maximum inflow to the property.
- Pressure – Likely to be a reduction in pressure at high flow rates that could affect operation of equipment and irrigation systems etc.

What is required if I wish to downsize my Water Meter?

1. Complete and submit an application to downsize your service. An application can be downloaded from our website or obtained from us on (02) 4429 3214.
2. Applications for physical downsizing of services involving meters greater than 25mm services where that service supports firefighting systems must be accompanied by an Engineer's report (note: suitable consulting Engineers can be found in the local Yellow Pages) indicating that the physical downsize of the water meter service connection will not be detrimental to the water flow or pressure required at the premises. The Engineer's report is to provide a recommendation of the size for replacement and must also contain:
 - plans of the premises indicating essential services eg. fire
 - confirmation that the recommended downsize demonstrates compliance with the relevant building codes of Australia (eg. BCA, NSW Plumbing & Drainage, NSW Fire Brigade requirements)
 - a pressure certificate if required
 - comment about the effect of a backflow prevention device if installed.
3. Applications must be signed by the owner of the property. Where applications involve non-residential strata units, the application is to be signed by the Secretary of the Body Corporate.

4. The cost to physically downsize water meter service connections will be the responsibility of the owner and must be paid before any works are commenced. As the final costs of such works may alter due to unforeseen circumstances in the conduct of the works; Shoalhaven Water will provide an estimate of the expected costs prior to commencement.
5. Subject to any complications arising during the works, applicants may receive a credit refund or be required to pay any balance outstanding. The cost of works for downsize of meter service connections will include a credit rebate based on the difference in the price of the current connected meter size against that of the new meter size.

Non-Strata and Non-Residential properties are charged availability for water and sewerage based on the size of the water meter service connection.

Nominal Sizing

What if my property supports fire systems?

Non-residential properties that require larger connections to support fire services, may receive some relief from higher availability charges. Council will set a nominal size with the charge based on a nominal size of connection needed for that property; were a fire service not installed.

For properties where hose reels are connected, a nominal size will only be applicable if the hose reels are protected by lead seals. The full cost of a service will be charged where seals are broken, not in place, or hoses are used for purposes other than firefighting.

There will be a requirement for applicants to demonstrate compliance with the Building Code of Australia e.g. Australian Standards for Hydrants and Hose Reel Codes, NSW Fire Brigade and Plumbing/Drainage Codes.

Applications for nominal sizing of fire services are to be rendered using the same form for downsize or disconnection. A recommendation is required by a Consulting or Hydraulic Engineer's Report as to the connection required for the property; were a fire service not installed.

What if my property has a larger connection because of low pressure supply?

If in the opinion of Council, a non-residential property is supplied with water pressure at a flow less than 15 metres of head a nominal charge will be set by Council based on the size of connection needed for that property; were low pressure flows not experienced.

Can my property be given nominal sizing for exceptional circumstances?

Yes. Council may approve nominal sizing or quantity of connections if unique circumstances exist. Full circumstances and supporting documentation will be required.

Disconnection

Why would I want to disconnect a water meter service connection?

All properties will be charged for each water meter service connection. It may be an option for customers to rationalise these connections to reduce the number of charges. Council will arrange for disconnection at no cost to customers, subject to adequate access, however re-plumbing of internal lines will be the responsibility of the property owner.

Can I disconnect my water service?

The disconnection of a water service/s can be undertaken on receipt by Council of a signed application. It should be noted however that Availability Charges will still apply at the property (based on a 20mm connection) in accordance with the Local Government Act, but multiple availability charges may be reduced as a consequence of the disconnection.

General Information

An application and any recommendation contained within the accompanying Consulting or Hydraulics Engineer's Report will not place any obligation on Council for approval. All applications are subject to assessment & final approval by Council. Costs incurred for Consulting or Hydraulic Engineer's Reports or other documentation will be at the property owner's expense.

How long will it take to approve an application?

Depending on whether further information on the downsize is required an application would normally be processed within 30 days and a new meter provided shortly thereafter.

The size of a service connection will directly affect the amount non-residential customers pay for availability charges with new charges effective from the next water account issued after completion.

Availability charges at the higher rate will however continue to be levied until approval is granted.

Adjustments to availability charges will be undertaken only once approval is given.

If you would like further information or assistance please call us on 4429 3214.