

# Downsize, Disconnect or Nominal Sizing of Water Meter Services

**City Administrative Centre**  
Bridge Road Nowra NSW Australia 2541  
Phone: 02 4429 3214  
water@shoalhaven.nsw.gov.au

Please read this information sheet before making application to Shoalhaven Water for any alterations to be done to your water meter service. This document will provide guidance for business customers who may wish to downsize, disconnect or determine nominal sizing of a water meter connection because of:

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

## Downsizing your water meter service connection

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

A business property may not have a need for greater volumes or pressures of water provided by a larger than normal (20mm) water meter service 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. Download, complete and submit the application to downsize your service.
2. Applications for physical downsizing of services involving meters greater than 25mm services where that service supports firefighting systems must be accompanied by a hydraulic engineer's report 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 hydraulic engineer's report must 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 business 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. Shoalhaven Water will provide an estimated cost prior to work commencing. The estimated cost may alter during works due to unforeseen circumstances in which case a refund will be made or further billing invoiced.
5. 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 (business) 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?*

Business properties that require larger connections to support fire services may be eligible to receive some relief from higher availability charges. Shoalhaven Water will set a nominal size with the charge based on a nominal size of connection needed for that property (as advised in the Consulting or Hydraulic Engineers Report and approved by Shoalhaven Water); 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 security 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.

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

If in the opinion of Council, a business 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?*

Shoalhaven Water 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?*

There are two reasons you may wish to disconnect your water meter service – property demolition or to reduce the number of meters on a property. Properties with multiple water service connections may wish to reduce the number of connections to reduce the number of availability charges.

### *Can I disconnect my water service?*

Property demolition requires a licensed plumber to disconnect the internal lines from the meter followed by an inspection of the works by Shoalhaven Water. Where the property has multiple water service connections and a meter is being removed, Shoalhaven Water will arrange for disconnection at no cost to the customer (subject to adequate access). Re-plumbing of internal lines will be the responsibility and the expense of the property owner. If the meter has been removed and you wish to reinstall a metered service you will be charged a full installation cost.

It should be noted that if water is available to the property, meter or not, availability charges will still apply (based on a 20mm connection) in accordance with the Local Government.

## General Information

An application and any recommendation contained within an accompanying consulting or hydraulics engineer's report will not place any obligation on Shoalhaven Water for approval. Costs incurred for consulting, hydraulic engineer's reports or other documentation will be at the property owner's expense.

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 water meter service connection will directly affect the amount customers pay for availability charges with new charges effective from the next water account issued after completion.

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