



# Frequently Asked Questions

## New Meter Assembly Process

January 2020

**City West Water is changing the way that drinking and recycled water meter assemblies are installed on new residential properties in our service area. We've shared some of our most frequently asked questions below to help builders, plumbers and home owners understand the changes.**

### Why is the new process being introduced?

The new process is being introduced to:

- Reduce the rate of theft of metal fixtures and meters during construction;
- Reduce the cost of reinstatement borne by the property owner or builder; and
- Reduce the risk of cross contamination between drinking and recycled water supplies.

### When is the new process being introduced?

The new meter installation process will apply to all new single residential applications received by City West Water from February 1, 2020, in areas where recycled and/or drinking water is available.

### What changes are being made?

The main changes to the meter installation process are:

- The new meters will now be manufactured out of durable plastic. The new drinking water plastic meters will have an integral dual check valve, meaning that a separate backflow device will no longer be required.
- A new purple tag will be installed with the locking pin, advising that it cannot be removed.
- To further reduce the low possibility of cross-contamination from pressurisation, the old bypass connection between the garden taps will no longer be used.
- A new fitting installed by City West Water allows pressurisation using only drinking water – and eliminates the connection to the recycled water tap. The fitting will include provision for a temporary tap to be installed during construction by the builder or plumber.
- Full connections, including installing the tap upstands and associated plumbing, will now be made by the builder's plumber.

The full changes are also outlined [in this section](#) of our video on the new metering process.

### Are plumbing application lodgements changing?

No. Applications will continue to be made through 'Property +', which can be accessed from City West Water's website at <https://www.citywestwater.com.au/pplus/guest>

### **How will I know if I am applying for an Approval to Connect (previously PIC) under the new or old process?**

All applications lodged through 'Property +' from February 1, 2020 will be charged the new reduced fee and will follow the new process. Applications lodged prior to the new process starting will be charged the current fee and will follow the current process.

### **How much will the new application cost?**

The new application fees are:

- Recycled water areas - \$1,015.10
- Drinking water only areas - \$389.25

### **Who will install the front garden tap(s) under the new process?**

The plumber will now install the front garden tap(s). Once the drinking and/or recycled water taps are connected to their respective meter assemblies, the plumber will then book the in the commissioning (R3) inspection.

### **Does the front garden tap need to be placed at the water meter?**

The front garden tap can be located anywhere within the front yard.

### **When does the remainder of the meter assembly need to be installed?**

The remainder of the meter assembly can be installed at any time during construction of the house. However, this work will need to be completed prior to the plumber booking in the final commissioning (R3) inspection.

### **What is the tee piece on the drinking water meter used for?**

The tee piece placed on the drinking water meter allows the internal recycled pipework to be pressure tested through the drinking water network during construction. The plumber will remove the tee and connect the recycled pipework to the recycled water meter prior to booking in a final commissioning (R3) inspection.

### **What is the yellow locking pin on the recycled water meter and who can remove it?**

The yellow locking pin prevents recycled water being accessed until all internal pipework has been completed and then tested by City West Water to ensure that there are no cross connections between the drinking and recycled water. The locking pin can only be removed by City West Water once the final commissioning inspection has passed.

### **Is there a different process for areas that don't have recycled water?**

In areas where recycled water is not available, the temporary tee will not be installed. The plumber can complete the installation of the water meter assembly and install the front garden tap at any time during construction of the house.

### **Will a backflow prevention device (dual check valve) still be required on the drinking water supply?**

No. City West Water will install a water meter with an integral dual check valve.

### **What parts do I need to complete the installation and where can I purchase them?**

The items required for **recycled meter assembly** are:

- ¾ Brass plug and washer
- ¾ Brass tube bush

- ¾ recycled water meter frame (lilac in colour)
- ½ Garden tap (lilac in colour)
- ¾F x ¾C Brass Conetite Elbow
- ¾ nut and tail with washer 20mm couplings - external threads (connecting to service pipes) shall be 20 mm (¾ in.) BSP, 14TPI (Whitworth Form - internal threads (connecting to meter) shall be 32.512mm 1.280 inch. major diameter, 11TPI (Whitworth Form)

Recycled water 'do not drink' signage will be supplied by City West Water

The items required for **drinking water meter assembly** are:

- ¾ Brass plug and washer
- ¾ Brass tube bush
- ¾ drinking water meter frame (no colour)
- ½ Garden tap with vacuum breaker
- ¾F x ¾C Brass Conetite Elbow

No nuts and tails are required as both will be installed on the meter by City West Water.

City West Water has advised plumbing suppliers in our service area to carry all these parts. Further information is available on the technical drawings section of [this webpage](#).

Please check your local store and contact us on 1300 299 228 if you have any questions.

#### **Has the process for booking inspections for the recycled water pipework changed?**

The process for booking plumbing inspections remains unchanged.

#### **When will recycled water be available at the property?**

Recycled water will be available once the final commissioning inspection has passed and City West Water has removed the locking pin on the recycled water meter. The locking pin should be removed and recycled water available before owners move in.

#### **I have moved into my house and the locking pin has not been removed from my recycled water meter, what do I do?**

If the locking pin is still in place when you have moved into your new house, you should call City West Water immediately on ☎1300 299 228. You should not attempt to remove the locking pin.

#### **Where can I get more information?**

More information is available on our website at <https://www.citywestwater.com.au/meterconnections> or call us on 1300 299 228.