



Domestic meter installations

Using and maintaining
your water meter

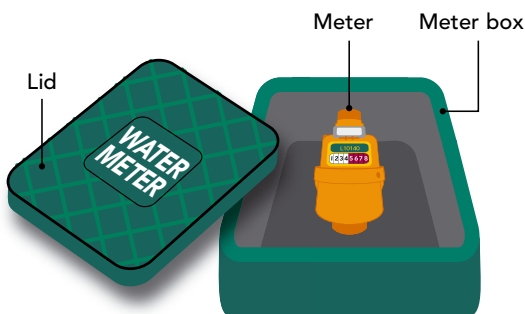
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What does the new meter installation look like?

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

The isolation valve is located on the network/streetside, or upstream 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 your front boundary, however they can sometimes be located:

- in your driveway
- hidden under trees, shrubs or landscape structures (which is not permitted)
- in your backyard or laneway
- an apartment, unit or townhouse complex may not have individual meters for each residence.

Who installs them?

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

At new building sites, the plumber installs your meter, meter box and protective lid. Subsequent work on the meter can only be carried out by Icon Water staff.

We've been progressively replacing old style meter installations with the new style isolation valve, meter, meter box and protective lid.

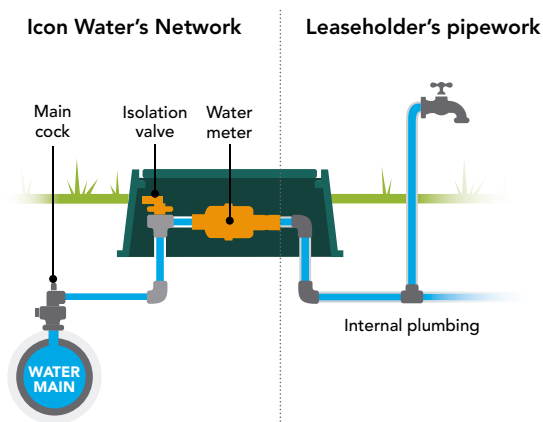
Who owns what?

Icon Water owns the water connection pipe from the main to the meter if the isolation valve is located within one (1) metre of the property boundary. However, if the isolation valve is more than one (1) metre inside the property boundary, Icon Water is only responsible for the connection pipe up to the property boundary. The pipe from the boundary belongs to you the homeowner.

Icon Water owns the isolation valve and the meter, and we provide the meter box and lid to you for free.

You the homeowner owns all the pipes and fixtures on the house side of the meter.

Typical domestic meter installation



What can go wrong?

- The isolation valve may leak if damaged.
- Tree roots can press against the pipes constricting supply or causing joints to split and leak.
- Excessive heat, cold or physical damage can break the meter face causing a leak.
- The unions either side of the meter can leak if damaged or exposed to weather.
- The meter box and lid can be damaged by vehicles running over the meter or isolation valve.
- Leaking pipes or fixtures on the house side of the meter can lead to high water consumption costs.

Who maintains them?

We are responsible for the connection pipe from the main to the meter, and maintain the isolation valve and meter.

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

You, the homeowner, are responsible for:

- The meter box and protective lid. You must keep them in good condition to protect the isolation valve and meter from damage.
- Potentially paying for damage to the meter, isolation valve, meter box or lid.

You or a plumber engaged by you, can turn the water off at the isolation valve for internal plumbing maintenance.

You must not undertake any work on the connection pipe, isolation valve or meter. A licensed plumber can do this if the work is authorised in writing by Icon Water.

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

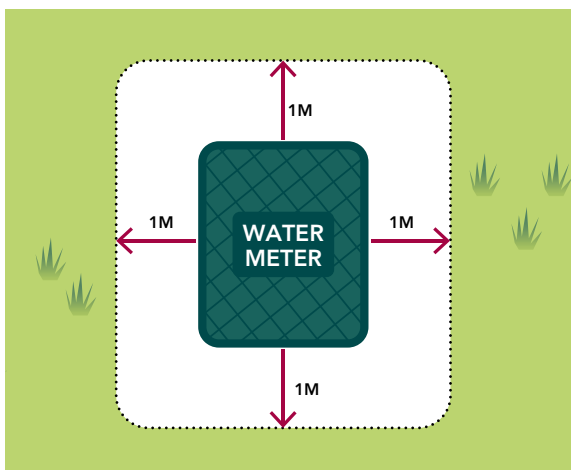
What you should do

Provide access

Remove vegetation, insects, soil and obstructions from the meter box so we can easily read the meter and the isolation valve can be shut off in emergencies.

It is important to keep a one metre clearance zone around the meter box so we can carry out maintenance and meter reading safely and efficiently.

You may have to pay for the removal of obstructions.



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 calling us on **(02) 6248 3111**.

We will investigate the problem and make repairs if the issue is with our infrastructure.

Call a licensed plumber to repair leaks in your internal plumbing.

Prevent contamination

Our water supply could become contaminated if pollutants such as chemicals, wastewater or pesticides are not disposed. Never pour substances over or near underground pipework.

The new type of water meter contains a double check valve to reduce the risk of backflow into the network main. It also helps prevent contaminants from entering your household plumbing.

Plumbing and irrigation systems must comply with backflow 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 as soon as you're finished using them.

Watch for leaks around the house

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

To check for leaks, turn off all basin, bath, shower, kitchen sink, swimming pool and garden taps.

1. Read your meter, wait an hour, then read your meter again. A change in the reading may indicate a leak.
2. Read the dial measuring 1/10th litre (or flow indicator on older meters). Any movement may indicate a leak.

Water hammer

The new type of water meter prevents water flowing back into the water main to prevent contamination. This may highlight an existing internal issue with water hammer. If this occurs please check your internal plumbing or seek advice from a licenced plumber.

Stop water theft

Report water theft to Icon Water on **(02) 6248 3111**. You and other customers are paying for it.

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

Anyone interfering with the operation of a meter may be prosecuted.

Water pressure

We deliver water via a predominantly gravity fed network which has been designed to meet our supply standards by providing pressure between 200 kPa – 1100 kPa.

It is a plumbing standard for water to be limited at 500kPa. It's the responsibility of homeowners to regulate their water pressure (this is usually via a pressure reducing valve).

Pressure Reducing Valves (PRV's), like washers, are a fixture requiring maintenance and replacement through the life cycle of the product.

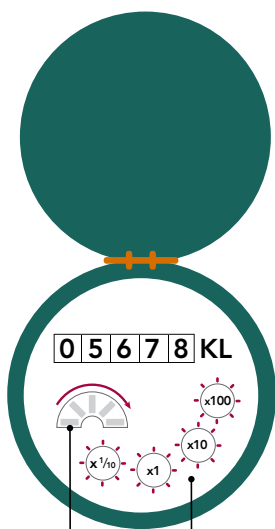
How to read your meter

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

By reading your meter over time you may be able to detect a water leak.

As meters age they often slow down (which means you may be under charged for the water you're using). When Icon Water installs 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.

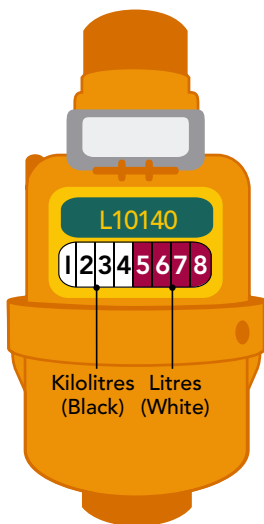
Old type of meter



flow indicator

Circular dials indicate litres

New type of meter



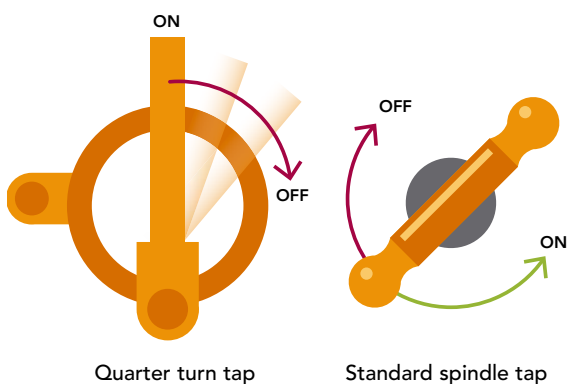
The black numbers show the kilolitres of water used by your home. This is used to calculate your water bill. The row of white numbers on the barrel show the litres and is used for monitoring usage.

Watch the 'How to read a water meter video on Icon Water's website'

How to turn off your 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.



Interruptions to supply

Planned outages

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

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

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

Unplanned outages

When the connection pipe or the meter assembly bursts unexpectedly, Icon Water may need to shut off the supply while making repairs. We understand this is inconvenient for you and will be working quickly to restore service to your home.

Complying with plumbing standards

Access Canberra Environment & Planning 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 Access Canberra.

Talk to us

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T (02) 6248 3111

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X @iconwater

@ @iconwater

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Mitchell ACT 2911

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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