

WATER METERS

WHY THEY COUNT

Water Metering Project



Fact Sheet - Why Meters Count

The Water Metering Project

Cradle Mountain Water will invest \$13 million into water metering in the North West over the next 6 years. The project will be delivered on a staged basis commencing in April 2011.

Stage 1: installation of approximately 15,000 meters; 6,000 of which are new meters in unmetered areas, and 9,000 upgrades and replacements.

Stage 2: The balance of meters across the region will be upgraded or replaced over the following five years.

The value of water meters

Water meters are essential tools for measuring water use. However, their value goes far beyond their simple purpose of measuring water. Water meters will:

- allow Cradle Mountain Water and property owners to more easily detect water leaks. Understanding how much water is going into our system and how much is billed to customers helps us to identify leaks in Cradle Mountain Water's systems and our customers,
- collect information regularly allowing for the identification of when leaks may happen. This will allow billing to be adjusted, if required, more accurately,
- allow us to understand water usage on demand. Understanding demand allows us to better target our capital works. It means we don't have to upgrade systems, unless we really need to; and
- allow for the introduction of more equitable pricing where everybody pays for the water they use.

The meters that Cradle Mountain Water are putting in place are up to date technology. This means meters can be read remotely, minimising the need to enter properties.

Unmetered areas

Over the next 14 months the following unmetered areas will have meters installed:

Tullah, Rosebery, Zeehan, Strahan, Queenstown and some small pockets in the Burnie and Devonport CBD's

Why meters are being replaced

Meters only have a life of approximately 15 years and all meters require replacement over time to ensure accurate readings of water usage are maintained. Over 80% of the North West coast is metered, some with very old meters well over 20 years old. Areas in Devonport have meters that still register gallons. These old meters are on the priority list to be replaced. The 9,000 meters being replaced over the next 14 months have been in use for a minimum of 25 years.

Federal Government Support

The Water Metering Project project is partially funded by Cradle Mountain Water and the Australian Government's Water for the Future initiative through the National Water Security Plan for Cities and Towns Program, which provided a \$10 million grant to Tasmania's three water corporations. Cradle Mountain Water received \$2.5 million of this funding.



How water is currently charged

Customers are currently charged for water services and usage in the same way as they were prior to the reform.

For many customers in north west Tasmania the method of calculating water and sewerage charges is based upon the Assessed Annual Value (AAV) method previously used by many Councils.

Other customers are charged for water using a two-part pricing system based on differing fixed and variable charges.

The result is many different pricing tariffs in north west Tasmania and enormous price differences within and between municipalities.

How water will be charged

As part of the water pricing reform currently underway, a new pricing plan will take effect from 1 July 2012.

Under the new pricing plan everyone's water will be calculated in the same way. A two part pricing scheme will be in place with:

- a fixed service charge to cover the cost of developing and maintaining infrastructure such as dams, reservoirs and pipes pump stations and treatment plants; and
- a separate water usage fee for the water that is consumed on each property. This fee covers water extraction, pumping and treatment costs.

Without water meters, Cradle Mountain Water cannot apply fair and equitable pricing to all customers for the amount of water they use.



Contact us

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