



Unitywater

Looking after water. Looking after you.

Sub-Metering Fact Sheet

What is sub-metering?

Water sub-metering is the implementation of a multi-water meter system that allows multi-unit property owners to measure their own individual water usage and be charged for their respective water consumption.

Typical users of sub-metering are units, duplexes, townhouses, apartment complexes, and commercial buildings.

Is sub-metering mandatory in new developments?

Yes it is. On 1 January, 2008, the Queensland Plumbing and Wastewater Code (*QPW code*) made it mandatory to install sub-meters in all new multi-unit developments and some non-residential premises.

Why is sub-metering useful?

Prior to the introduction of the *QPW code*, it was not mandatory to install water meters within multi-unit residential premises and commercial premises.

Premises built prior to 1 January 2008 typically have a single water meter for the property and are charged for water consumption on a pre-determined apportionment schedule.

This means that in these circumstances, individual lot owners have no knowledge of their individual water use and consequently may not be encouraged to reduce their individual consumption.

Sub-metering enables water service providers such as Unitywater to provide water consumption information to individual unit owners and directly charge those owners for their actual water consumption. It's a fair and equitable solution to ensure the user pays for their usage.

Is sub-metering mandatory in existing developments?

Existing developments are exempt from the conditions of the *QPW code*. This is because it may be impractical to sub-meter all units/lots in the existing complexes.

It is optional whether an existing complex elects to install sub-meters. Should they elect to do so, they will need to follow the same requirements for new premises.

If the owners of the existing development decide to proceed with the installation of a sub-meter, a body corporate resolution is required and the installation is at the cost of the property owner or body corporate.

What is Unitywater's policy on sub-metering?

In April 2019, Unitywater adopted a sub-metering policy and associated technical specification to address the requirements of the *QPW code*.

Copies of the policy, the technical specification and the relevant application forms are available at www.unitywater.com.

Once sub-meters have been installed, when do customers receive their first individual account?

Two official readings (which currently occur quarterly) are required before water usage at the complex can be charged to the individual unit owners.



Unitywater

Looking after water. Looking after you.

Why are two meter readings required before individualised accounts can be sent out for newly sub-metered developments?

There are a number of reasons for this:

- 1) Readings taken at the time of “commissioning” the sub-meters cannot be used for billing purposes as the master meter(s) is only read quarterly, which impacts all charges.
- 2) Two meter readings are required to determine the amount of water that has passed through the sub-meters during a certain period of time, ie. between official meter readings.
- 3) After these two official readings have been obtained, the individual unit meters are then recorded by the meter billing team as “in-line” meters to the main parent meter(s). Any difference (shortfall) between the water usage recorded through the main parent meter(s) and the combined total water usage recorded for all the individual “in-line” meters is deemed to be common property water usage and is charged to the Body Corporate.
- 4) Without the two readings from all meters within the complex (including the main / parent meter) it is impossible to accurately determine the common area water usage charges to be billed to the Body Corporate.

How are retro fitted sub-meters read if they are located inside units?

All sub-meters are to be accessible by Unitywater (with or without an automated reading system in place). This means that if sub-meters are located inside units, Unitywater is unable to send an account based on individual sub-meter readings.

For Unitywater to recognise and read retro fitted sub-meters which are based outside the unit, an application is to be submitted and approved.

How do I access more information about sub-metering?

- Web: www.unitywater.com/sub-meters
- General enquiries: (07) 5431 8333
- Customer Service Counters (Monday to Friday, 8.30 – 5pm):
 - 33 King Street, Caboolture
 - 8-10 Maud Street, Maroochydore
- Mail: Unitywater, PO Box 953, Caboolture Qld 4510
- Email: via www.unitywater.com and submit an online enquiry form.