



# INACCESSIBLE WATER METER - WHAT DO I DO?



**We need access to your water meter in case we need to replace it.**

**This guide is to help our customers understand what they need to do to make their water meter accessible.**

## WATER METER IN CONCRETE

The service pipes to the water meter are currently contained in solid concrete. There is insufficient pipe visible to allow the meter to be removed and replaced without damage to these pipes. Should these pipes be damaged, this would compromise the water service.

The concrete needs to be removed. Usually breaking this with a hammer or similar device. Depending on depth of the concrete, a plumber may be required to turn off your service prior to this work being performed.

Please advise when this concrete has been removed, and 10-15cm of vertical pipe is accessible with no restrictions on these pipes (such as concrete, rocks, etc).

## WATER METER BURIED OR INSUFFICIENT CLEARANCE TO PIPES

The water meter is either buried or there is insufficient clearance to pipes to the meter to be removed and replaced without damage to these pipes.

Where the service is buried, or there is insufficient clearance to pipes, the surrounding earth/vegetation must be dug out to ensure that 10-15cm of vertical pipe is accessible with no restrictions on these pipes (such as dirt, rocks, lawn, etc).

## WATER METER OBSCURED BY OVERGROWN GARDEN

The water meter is obscured or obstructed by overgrown garden. The obstructing garden is required to be cleared, so that our meter replacement officer could work unimpeded to remove and replace the meter.

This could require enough space for tools to be attached to the water meter frame and ability to turn tools if necessary.

## **WATER METER LOCATED BEHIND LOCKED GATE/DOOR**

The water meter is currently inaccessible due to a locked gate or door. Please check that your water service is able to be accessed so it is able to be replaced (see above for possible impediments), and call us to advise when a suitable time would be to have the gate/door left open to allow access.

Hunter Water would appreciate you providing a key to the locked gate/door for future access to the meter for reading and maintenance purposes.

## **WATER METER FRAME HAS CORRODED GALVANISED PIPES**

The pipes to your metered water service are made of galvanised steel and appear to have corroded or worn. They therefore have the potential to break if we perform a meter replacement.

A licenced plumber will need to be contacted to have the service repaired with copper pipes.

Please contact us within 3 days to advise of progress/your intentions in regards to this.

Should we not hear from you, Service Stream is authorised to attempt to replace the meter. Should any damage occur to your service as a result, you will be required to have the service repaired by a licenced plumber immediately which may result in restricting the water from the system in an effort to stop water wastage.

## **SERVICE PIPES TO WATER METER ARE DAMAGED**

The service pipes on the water service are damaged. Due to this damage our replacement officers are unable to replace the water meter.

The service is required to be repaired by a licenced plumber in order to allow the meter to be replaced.

Please advise when this repair work has been completed.

## **WATER METER LOCATED IN SAME PROXIMITY AS A DOG**

Due to safety requirements, our meter replacement officers are not to enter a property where any type of dog has access to the water meter. If the dog can be secured in another section of the property for the duration of the water meter replacement activity, our officers can attend and perform this activity.

If an occupant can be home at the time, we ask that the dog still be secured in another location.

Please advise when a suitable time would be to attend where the dog can be secured.

## **CONTACT OUR CONTRACTOR**

<b>Contractor</b>	Service Stream
<b>Phone</b>	1300 475 172 8am - 4pm, Monday to Friday
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