

Metering Policy



Metering Policy

Policy
Metering

Maintained by
CEO

Version
1

Approved by Board on
June 2026

CEO name
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Scheduled review date
June 2031

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1. Purpose

This policy establishes a framework for the management of meters within Murrumbidgee Irrigation Limited's (MI) area of operations.

2. Objectives

The objectives of this policy are to:

- Ensure meters are managed in a manner that is accurate, consistent and transparent,
- Provide customers with confidence in meter readings and associated charges, and
- Establish clear processes for maintenance, fault resolution and independent review of meter function.

3. Scope

This policy applies to:

- All meters within MI's internal network, and
- All activities relating to the installation, maintenance, operation and review of those meters.

This includes:

- Meters used for measuring customer water use.
- Processes relating to meter readings and billing inputs.

4. Legislative and Contractual Context

This policy is developed having regard to:

- The *Water Management Act 2000* (NSW).
- MI's Operating Licence.
- MI's Contracts and Rules.

It is recognised that:

- Internal meters are not directly regulated under the Act, and
- Customer rights and obligations relating to meters are primarily governed through MI's Contracts and Rules.

Nothing in this policy:

- Limits or replaces contractual rights, or
- Creates additional rights beyond those provided in MI's Contracts and Rules.

5. Policy Statement

MI is committed to managing meters in a manner that is:

- Fair and transparent,
- Technically sound and reliable,
- Consistent with contractual arrangement.
- Responsive to customer concerns.



6. Meter Management

6.1 Meter Installation

MI is responsible for the installation of meters within its network, in accordance with:

- Operational requirements.
- System design considerations.
- Applicable contractual arrangements.

Installation will be undertaken to ensure:

- Appropriate location and accessibility.
- Reliable measurement of water take.

6.2 Meter Operation and Reading

Meters will be:

- Operated in accordance with MI's operational systems.
- Read using appropriate processes and technologies.

MI will take reasonable steps to ensure that:

- Meter readings are accurate and consistent.
- Data is recorded and stored appropriately.
- Readings are available to support billing and customer enquiries.

6.3 Data Management

Meter data will be:

- Managed using appropriate systems and controls.
- Retained in accordance with record-keeping requirements.
- Used for billing, operational and compliance purposes.

MI will ensure that data handling processes support:

- Traceability,
- Auditability.
- Transparency where required.

7. Maintenance and Asset Integrity

MI will take reasonable steps to ensure that:

- Meters remain fit for purpose,
- Faults are addressed in a timely manner.
- Impacts on customers are minimised.

8. Charges and Cost Recovery

Meter-related charges will be applied in accordance with:

- MI's Contracts and Rules.



- Applicable pricing and charging arrangements.

Nothing in this policy alters the basis on which charges are calculated under contractual arrangements.

9. Faults, Disputes and Investigations

9.1 Reporting Issues

Customers may raise concerns regarding:

- Meter accuracy.
- Meter function, or
- Meter readings.

Concerns may be raised through MI's standard customer contact channels.

9.2 Investigation Process

MI will investigate meter-related concerns having regard to:

- The nature of the issue.
- Available data and evidence.
- Potential impacts on the customer.

Investigations may include:

- Review of meter data.
- Inspection of the meter.
- Comparison with historical usage patterns.

9.3 Outcomes

Following investigation, MI will:

- Provide the customer with a clear explanation of findings.
- Take appropriate action where required.

This may include:

- Confirmation of meter accuracy.
- Repair or replacement, or
- Adjustment of billing where appropriate.

10. Independent Review

Customers may request an independent review of meter function, and/or meter readings.

MI will:

- Facilitate independent review processes where appropriate.
- Provide information to support the review.
- Advise customers of any applicable costs or arrangements.



11. Continuous Improvement

MI will:

- Monitor meter-related complaints and disputes.
- Review outcomes of independent reviews.
- Consider outcomes of EWON investigations.

12. Policy Review

This policy will be:

- Approved by the Board.
- Reviewed at least every five (5) years, or earlier if required.