

Government-owned meter program

Faulty meters and the S91i process



Under the NSW Governments non-urban metering framework, faulty metering equipment must be reported to WaterNSW within 24 hours of discovering the fault. This fact sheet will assist you in understanding the faulty meter and S91i process for water users with a government-owned meter.

What happens if you have a faulty government-owned meter?

If you have a government-owned meter, you can give WaterNSW permission to manage the s91i process on your behalf under the government-owned meter service commitment. WaterNSW will provide updates on the status of the repairs and you will be required to maintain a logbook for the duration of the s91i.

If your equipment is not working properly, WaterNSW will receive an email from the data acquisition service (DAS), notifying us of the issue. This service will be available as of December 2023.

Below are the three steps that need to be taken to ensure you are not in breach of the *Water Management Act 2000*.

Please note: During the process outlined below you will need to record your water take in a logbook that we will provide you. You are able to move/remove damaged equipment to start pumping under a S91i once it is lodged.

What is faulty metering equipment?

Faulty means that the equipment is not operating properly or is not operating at all. This includes any device used for or in connection with measuring the flow of water and any ancillary wiring, pipework, telemetry equipment.

Need more information on government-owned meters?

For more information on government-owned meters, please use our [Government-owned meter fact sheet](#) or visit waternsw.com.au/metering

Step 1



Provide WaterNSW written permission to manage the s91i process.

We cannot start the s91i process without written consent via email.

Please contact us at Customer.Helpdesk@waternsw.com.au to start the s91i consent process.

Step 2



WaterNSW will repair or replace the metering equipment within 21 days and have it certified by a duly qualified person (DQP)

If your equipment cannot be repaired or replaced within 21 days, we will apply for an extension for the estimated time it will take to be repaired.

Repair and replacement costs are covered by the meter service charge (MSC).

Step 3



WaterNSW will submit a completion form

Once the equipment is repaired or replaced, we will submit an s91i completion form.

To submit the completion form we will request that you provide the logbook used to record the water taken while the metering equipment was faulty.

Need help?

More information about metering can be found on our website at waternsw.com.au/metering

If you have any questions, contact our Customer Service team on 1300 662 077 or Customer.Helpdesk@waternsw.com.au