

Government-owned meter program

Meter service charge (MSC)

Under the NSW Government's non-urban metering framework, water users who have a government-owned meter will be charged an annual meter service charge (MSC). This fact sheet will assist you in understanding what a MSC is and what it includes.

What is a meter service charge?

The MSC is a cost charged to government-owned meter water users. The MSC is an annual charge that covers the cost of operation and maintenance of government-owned meters. See below to find out what is and is not included within this charge.

Who sets the metering service charge price?

The NSW Independent Pricing and Regulatory Tribunal (IPART) determines the annual MSC for government-owned meters. The MSC for government-owned meters once your meter is compliant is structured differently to previously and the total will be added to your WaterNSW bill.

Please find below the 2023/24 prices:

Annual charge	Government-owned meter
Scheme management charge	\$85.35 per licence charge
Telemetry service charge	\$263.86 per meter
MSC operating costs	\$1,047.16 per meter
Metre maintenance and ongoing operating costs	N/A covered by WaterNSW
Total per year	\$1,396.37

*Prices are subject to annual increase as determined by IPART. **This is the cost for non-channel meters. The annual MSC operating costs for channel meters is \$7,346.54 per year.

What is included in the MSC

Repair and replacement of equipment

- The meter equipment installed on your property.
- The cost of the local intelligence device (LID).

Maintenance

- The maintenance of the equipment and a maintenance plan for an annual preventative maintenance inspection (PMI).
- Costs associated with any faults (S91i) and the repair and replacement cost within the determination period.
- Maintenance is carried out by a WaterNSW duly qualified person (DQP).

Accuracy

- Additional assurance through fleet-based testing.

Complicate and Support

- All water reform compliance requirements met by WaterNSW.
- Continued support from WaterNSW staff members, including the processing of s91i forms when you provide your written consent via email.

What is not included in the MSC

- The pipework to the water source
- Pipework to pump
- Any pumps repair or replacement
- Any on site ground maintenance outside of the meter area
- If the landholder wishes to move the meter, they must gain permission from WaterNSW and pay the associated costs involved.

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