

DETAILS

Council Admin

Effective from:	June 2018	
Contact officer:	Executive Coordinator, Customer Connections, GCW	
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iSpot #	This Policy	39883827
	Value Proposition	49382211

OBJECTIVES AND MEASURES

Objectives	Ensure customer equity and parity in regard to water sub-metering and billing arrangements for Community Titles Schemes
Performance measures	Number of instances, identified at audit, where requests have been received for alternative billing arrangements
Risk assessment	Medium

POLICY STATEMENT

The Council of the City of Gold Coast (Council) has a number of sub-metering and billing arrangements available for Community Titles Schemes based on the age of the development, the installation of sub-meters meeting Council's requirements, and any applicable Water Charges Agreements.

Scenario 1

In the case of existing Community Titles Schemes established before 1 January 2008, where sub-meters are not installed or sub-meters installed do not comply with Council's "Metering Technical Specification"; the Body Corporate may, by agreement with Council, take on liability for each lot owner within the scheme for the water supplied to the whole of the scheme land. In such cases, Council will provide the account to the Body Corporate for the total charge payable for the water supplied to the scheme land. This scenario allows Bodies Corporate to engage external companies to provide meter reading and billing services when the sub-meters are inaccessible due to them being located inside the dwelling (i.e. located in cupboards within laundry/bathroom spaces). Should the requirements under the agreement not be met, then Council may revert to Scenario 2 from the date the agreement is breached.

Scenario 2

In the case of existing Community Titles Schemes established before 1 January 2008, where sub-meters are not installed or sub-meters installed do not comply with Council's "Metering Technical Specification"; Council will provide individual accounts to each lot owner for a share of the total charge payable for the water supplied to the scheme land, based on the lot entitlement for the lot.

Note: Scenario 2 is the default agreement for Community Titles Schemes established before 1 January 2008.

In certain cases under Scenario 2 Council may allow Bodies Corporate to enter into an agreement that allows even/uneven water apportionment charges. The Body Corporate must submit a written request to Council (Revenue Services Section) to establish the changes to its existing billing arrangement. Where approval is granted, the Body Corporate will be required to sign the appropriate Body Corporate Water Charges Agreement.

Scenario 3

In the case of existing Community Titles Schemes established before 1 January 2008, the Council will, subject to the Body Corporate entering into an agreement with Council, provide individual water accounts to each lot owner within the scheme based on usage registered on the sub-meter installed to the lot where:

- All lots within the scheme have a sub-meter; and
- The sub-meters are installed in compliance with Council's "Metering Technical Specification"; and
- The sub-meters are made easily accessible to read; and
- The Body Corporate retains ownership and maintenance responsibilities of the sub-meters (including any associated Automated Meter Reading (AMR), Smart Metering or data logging system); and
- The Body Corporate accepts liability for water usage supplied to the common property defined as common property water usage; and
- The Body Corporate agrees to accept the responsibility to either replace the sub-meters every eight (8) years or have each sub meter "verified" in accordance with the Australian Standard; and
- The Body Corporate agrees that should the requirements under the agreement not be met, then may revert to Scenario 2 from the date the agreement is breached.

Note: Existing billing arrangements, to provide individual water accounts to each lot owner within the scheme, based on usage registered on the sub-meter installed to the lot, established in accordance with Councils' now retired "Sub-metering and Billing for Community Titles Scheme Properties Policy" (1999), will be preserved unless in default under the terms of the executed Body Corporate Water Charges Agreement, or until 1 July 2020, whichever is the earliest.

Scenario 4

In the case of Community Titles Schemes established before 1 January 2008 but developed in stages pre and post 1 January 2008 and where pre 1 January 2008 stage/s do not have sub-meters installed, Council will enter into an agreement to provide individual water accounts to each lot owner within the scheme provided that:

- all lots within the scheme have a sub-meter; and
- the sub-meters are installed in compliance with Council's "Metering Technical Specification"; and
- the sub-meters are made easily accessible to read; and
- the Body Corporate retains ownership and maintenance responsibilities of those sub-meters installed to pre 1 January 2008 stage/s (including any associated Automated Meter Reading (AMR), Smart Metering or data logging system); and
- the Body Corporate accepts liability for water usage supplied to the common property defined as common property water usage; and
- the Body Corporate agrees to accept the responsibility to either replace the sub-meters installed pre 1 January 2008 stage/s every eight (8) years or have each sub meter "verified" in accordance with the Australian Standard.
- the Body Corporate agrees that should the requirements under the agreement not be met, then Council may revert to Scenario 2 from the date the agreement is breached.

Scenario 5

In the case of new Community Titles Schemes established after 1 January 2008, Council will provide individual water accounts to each lot owner within the scheme based on usage registered on the sub-meter installed to the lot where:

- all lots within the scheme have a sub-meter; and
- the sub-meters are installed in compliance with Council's "Metering Technical Specification"; and
- the sub-meters are made easily accessible to read; and
- the ownership of the sub-meters and if applicable, Automated Meter Reading (AMR), Smart Metering and/or data logging systems has been accepted by Council's; and
- the Body Corporate accepts liability for water usage supplied to the common property defined as common property water usage; and
- the requirements of the Water Sub-Metering and Billing for Community Titles Scheme Properties Policy are applied.

Body Corporate Water Charges Agreements

In the case of **Scenario 1, 3 and 4** the Body Corporate must submit a written request to Council to establish the relevant billing arrangement. Where approval is granted, the Body Corporate will be required to sign the appropriate Body Corporate Water Charges Agreement.

A summary of the standard billing arrangements and requirements for a Water Charges Agreement under each scenario are provided in the following table:

Scenario	Water and Sewerage Service Charges	Volumetric usage VCharges	Water Charges Agreement Required
1	Charged to the individual lot owner.	Charged to the Body Corporate.	Yes
2	Charged to the individual lot owner.	Charged to the individual lot owner based on lot entitlement.	No
3	Charged to the individual lot owner.	Charged to the individual lot owner based on usage registered on the sub-meter Common property usage charged to Body Corporate.	Yes
4	Charged to the individual lot owner.	Charged to the individual lot owner based on usage registered on the sub-meter Common property usage charged to Body Corporate.	Yes
5	Charged to the individual lot owner.	Charged to the individual lot owner based on usage registered on the sub-meter. Common property usage charged to Body Corporate.	No

SCOPE

This policy applies to water usage billing for properties within a Community Titles Scheme.

DEFINITIONS

accessible – for water sub-meter reading purposes, means sub-meters must be located in a public access area or be made easily accessible. The sub-meters must not be obscured by vehicle movement, overgrown vegetation and be free from all other forms of obstruction.

(AMR) – Automatic Meter Reading (AMR) technology describes a method of reading water meters other than by visual inspection of the meter face. A generic term for all systems with this capability.

Body Corporate – is an entity created under the *Body Corporate and Community Management Act 1997*. The members of the Body Corporate for a Community Titles Scheme are the owners of all the units/lots included in the scheme.

common property – for a Community Titles Scheme is freehold land forming part of the scheme land, but not forming part of a lot included in the scheme.

common property water usage – the aggregate of all sub-meter usage, subtracted from the master meter usage, plus usage attributable to sub-meters supplying the common property area will determine the common property water usage.

Community Titles Scheme – is a scheme registered in accordance with the *Body Corporate and Community Management Act 1997* in relation to certain freehold land. A Community Titles Scheme is established by:

- The registration, under the *Land Title Act 1994*, of a plan of subdivision for identifying the scheme land for the scheme; and
- The recording by the registrar of the first community management statement for the scheme.

existing Community Titles Scheme – describes any development that received plumbing approval before 1 January 2008.

new Community Titles Scheme – describes any development that received plumbing approval after 1 January 2008.

Council – Council of the City of Gold Coast

lot entitlement – means the number allocated to the lot in the contribution schedule lot entitlement contained within the community management statement for the scheme.

lot owner – being the owner of a house, unit, apartment or vacant lot within the scheme land.

master meter – is the approved water meter installed at the point of connection for the community titles scheme land to the City main and is up stream of all sub-meters and used to measure the water supplied to the whole of the scheme land.

scheme land – is the land identified in the plan of subdivision registered under *the Land Title Act 1994* in relation to a community titles scheme.

sub-meter – an approved water meter that measures the water supplied to an individual lot, common property or part of the common property within the scheme. This can be contrasted to the master meter which measures the water supplied to the whole of the scheme land.

sub-metering – is the installation of individual water meters to measure water usage to individual lots within either an existing or new community titles scheme.

‘Metering Technical Specifications’– is the Council’s document that deals with sub-meter standards, drawings, guidelines and relevant specifications in relation to metering and sub-metering.

water meter – describes a device, including equipment related to the device, for measuring the volume of water supplied to a premises. An example of equipment related to the device is a pulse meter or an automatic meter reader and associated technology or similar devices.

RELATED POLICIES AND DELEGATIONS

Concession for Water Consumption/Usage by Renal Dialysis Patients Dialysing at Home Policy Water and Sewage Leakage Relief Policy
Water Usage for Genuine Fire Emergencies Policy

LEGISLATION

Body Corporate and Community Management Act 1997

Local Government Act 2009

Local Government Regulation 2012 Water Supply (Safety and Reliability) Act 2008

South-East Queensland Customer Water and Wastewater Code

South-East Queensland Water (Distribution and Retail Restructuring) Act 2009

SUPPORTING DOCUMENTS

Metering Technical Specifications

RESPONSIBILITIES

Sponsor	Director, Water & Waste
Owner	Manager, Customer Engagement

VERSION CONTROL

Document	Date	Approved	Amendment
iSpot 39883827 v3	11.12.2018	COO iSpot #72361163	Minor amendments
iSpot 39883827 v2	01.06.2016	COO iSpot #55187147	Minor amendments
iSpot 39883827 v1	26.03.2013	GA13.0321.010/G13.0326.035	New policy, minor amendment, major amendment