UrbanUtilities

Billing & Metering

Guideline Overview

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Billing & metering guidelines

Presentation overview

- **Inform** industry that these guidelines have been developed (to draft stage)
- **Invite feedback** & comments (primarily offline exercise)
- **Confirm** that all relevant content has been included, & that broad business and industry interests are captured in the document
- **Flag** the need for more detailed engagement on content

Billing & metering guidelines

- **Objective:**
  - to consolidate our billing & metering rules (for publication to industry); &
  - to ensure that the design and installation of meters and submeters enables correct billing & a consistent customer experience

- **Key questions for you** (taken on notice):
  - Does this document do what you need it to do?
  - How can this document further assist your industry?
  - What have I missed?

Billing & metering guidelines

Background

- Intent is for an accessible, easy-to-read document with key content summarised. Other water utilities across Australia have varying versions of this document; this will be the most comprehensive one.

- Developer Services have produced a number of equivalent guidelines on:
    - Private fire systems
    - Combined drains
    - Easement requirements
    - General civil design guidelines
    - Large meter assemblies (is this working?)
    - Development land use planning guidelines

- An initial (draft) *submetering* guideline was completed in 2017 but not published, primarily because the issue of submeter ownership was left unresolved

- A broader *metering* guideline was conceptualised early 2019; initial draft now completed August 2020

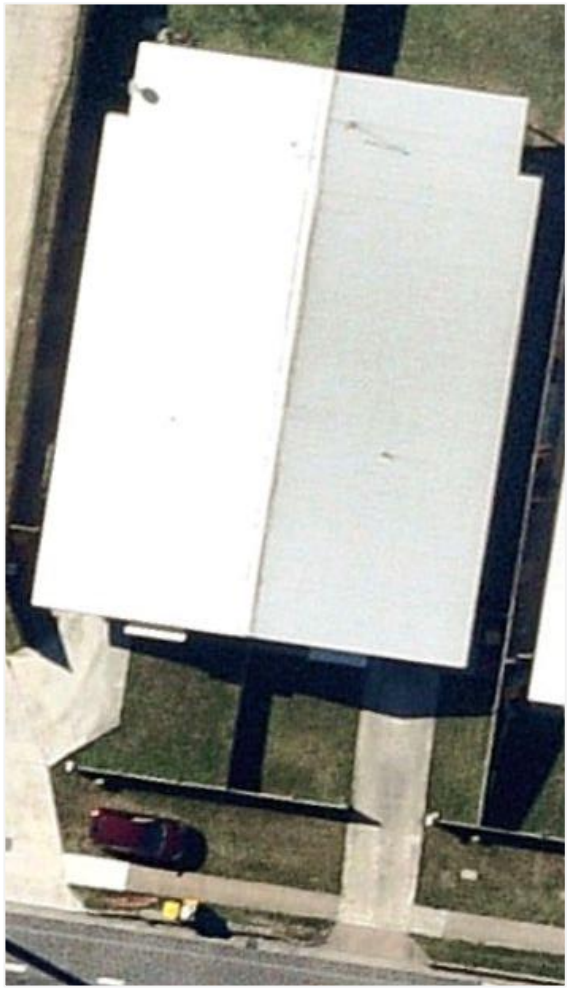
Billing & metering guidelines

Catalyst problem explained – duplex developments

- What is our preferred metering configuration for a duplex?
    - One meter? Two individual meters? Master meter + submeters?

- For **new** connections (i.e. Developer Services):
    - How do developers design a 'compliant' configuration?
    - Who assesses the proposed meter configurations?
    - What meter size is required?
    - Who ensures the correct meter configuration is installed?
    - Does the configuration installed enable billing for our billing team?

- What are the billing implications for the owner?
    - Which configuration(s) will show consumption in the bill?
    - How does the configuration affect service (access) charges?
    - Do *sewer* access charges change?



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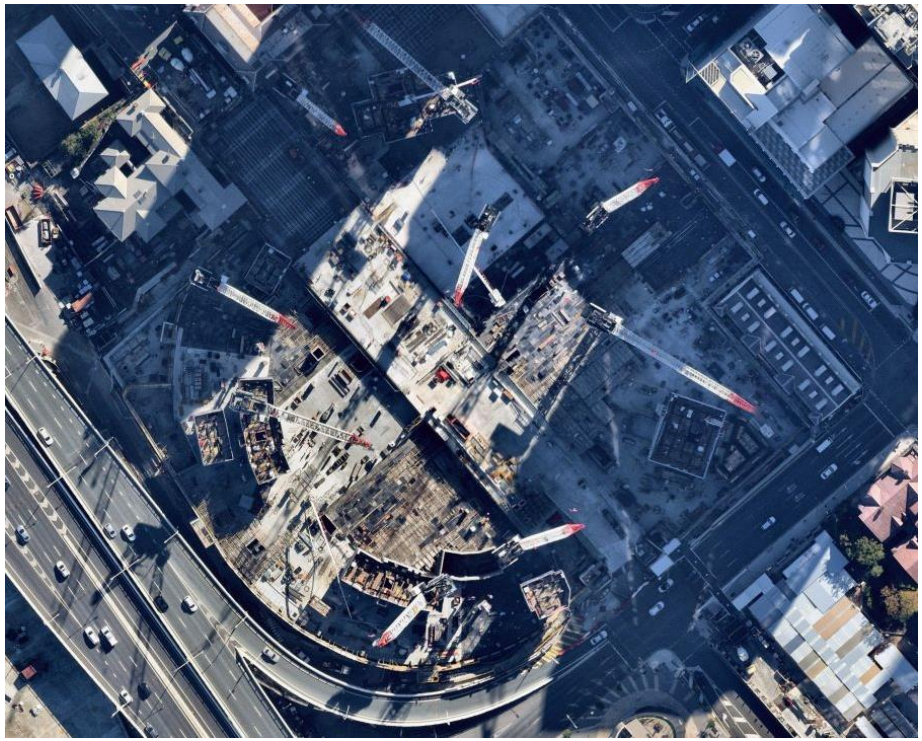
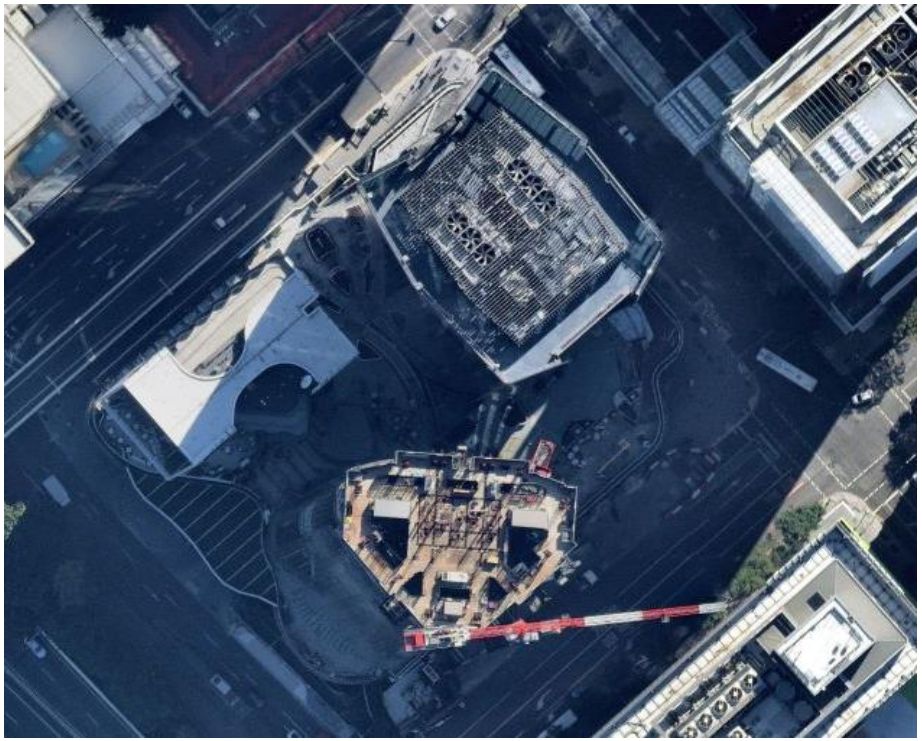
Metering configuration problem compounded by complex developments



Queens Wharf (retail, commercial, residential)



Brisbane Quarter (retail, commercial, residential)

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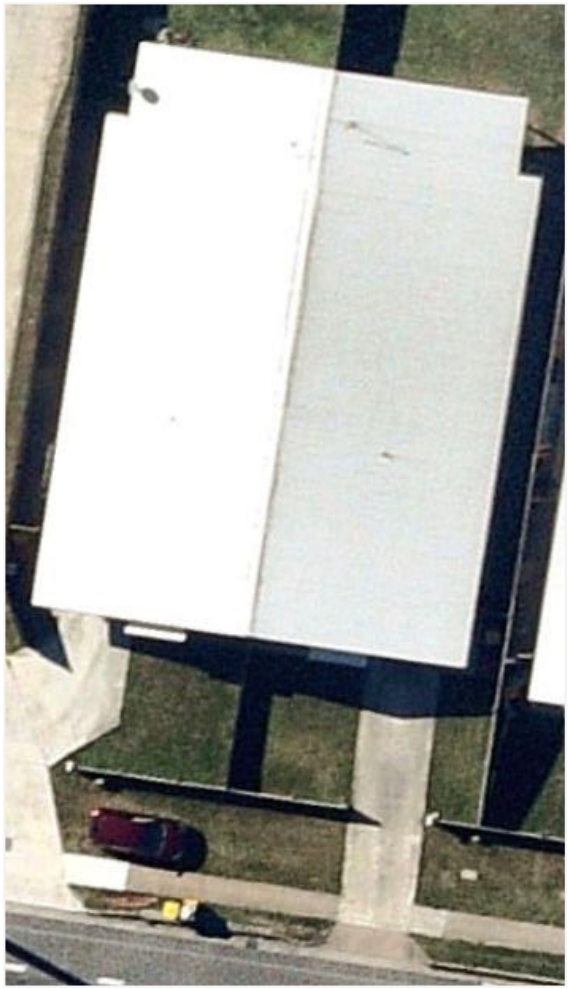
Other problems to address

- Remove meters from driveways (non-negotiable / new driveway installations)
- AMR management
- Customer complaints (existing meters, meter faults)
- Billing issues – existing and new meter installations inconsistent with customer expectations (one lot and plan)
- Ultimately: enabling advanced billing, meter reading, data analytics, reduced water consumption, and full water network analytics



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Key content

1. **Metering configurations & procurement** - exhaustive list of metering & submetering configuration scenarios, types, and design requirements (determined by land use and development type), as well as access requirements

2. **Meter sizing –** guidance (expanding on the large meter designs, already published) on the sizing of master meters. Also addresses oversizing + associated NRW.

3. **Submetering specifications** – completion of the original draft submetering guideline (inclusive of design, configuration, procurement, installation and compliance specifications, including AMR requirements)

4. **Billing rules –** detailed explanation of how property services installed (including meters) translate to billing outcomes. Includes the effect that different metering configurations will have on a customer's bill & a customer's service charges (e.g. how many bills will a customer receive, and what is the content? If a second water service is installed, will additional service charges apply? What proximity to the water supply network triggers service charges? etc)

5. **Process for retrofitting submeters (NEW)** – enabling a process for building owners to propose, design and (subject to approval) install submeters to avoid lot entitlements and incentivise water consumption with consumption-based billing. This process will build in cost-recovery for Urban Utilities (small fee for service).

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Further content

- Metering + submetering explanatory overview
- Glossary
- Land use types & tenure explanatory overview
- Meter & submeter installation process guide
- Construction water meter rules and obligations for developers
- Guidance on meter disconnection and relocation
- Content anticipating pending changes relating to tariff reform (and implications of meter size)

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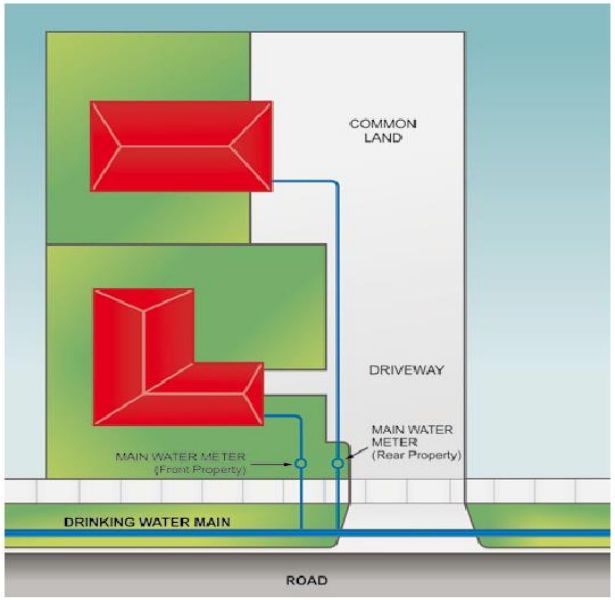
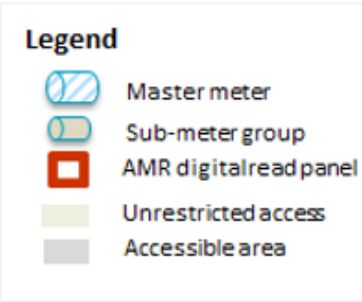
Indicative content

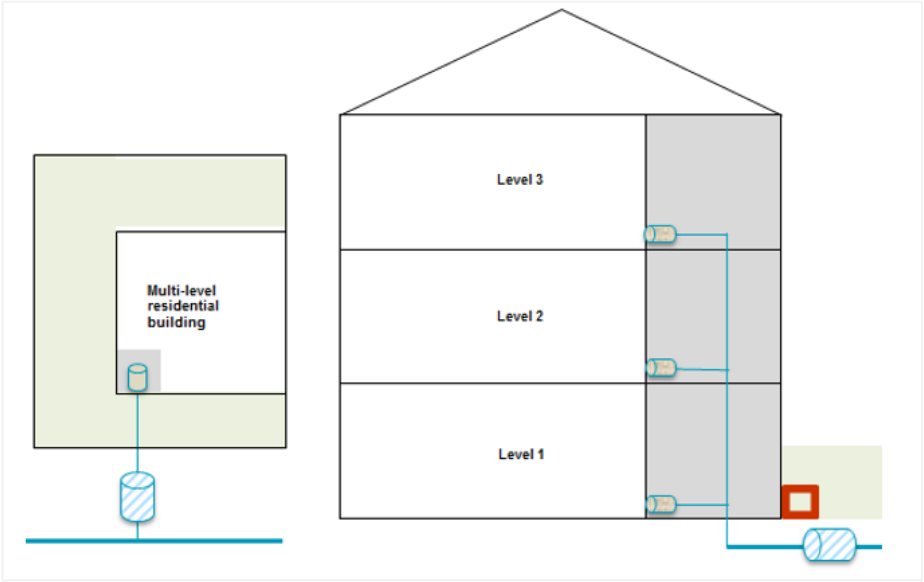
- Metering configurations – scenarios and diagrams

Figure 11.3: Typical Dual Occupancy Where Only One Dwelling has Water Main Frontage



Example (Yarra Valley Water)





Example (Sydney Water)

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Summary matrix – development scenarios, metering configurations, & billing rules

DEVELOPMENT SCENARIO			WATER APPROVAL REQUIREMENTS		WATER SUPPLY INFRASTRUCTURE		WASTEWATER INFRASTRUCTURE		BILLING & SERVICE CHARGES	
Land Use Category	Changing From	Changing to	Is A Water approval required?	Do Infrastructure Charges apply?	Existing infrastructure[6]	Infrastructure Required[7]	Existing infrastructure[8]	Infrastructure Required	How will Urban Utilities bill this property?	What Service Charges will be applied for billing purposes?
Vacant lot (residential)	(Existing)	(Existing)		-	-	One [1] water service + meter per lot	-	One [1] property connection	Each lot owner will receive a quarterly bill for water consumption & service charges.	1x service charge for water 1x service charge for wastewater (if lot is located within the Connection Area)
Vacant lot (non-residential)	(Existing)	(Existing)	-	-		One [1] water service + meter per lot Note that for non-residential land use, meters are typically installed AFTER a proposed use of the site is confirmed.		One [1] property connection	Each lot owner will receive a quarterly bill for water consumption & service charges.	1x service charge for water 1x service charge for wastewater (if lot is located within the Connection Area)
Dwelling house										
Dwelling house (also: battle-axe block, right-of-way & townhouse on freehold lot)	1 lot	-	-	-	1x water service + meter		1x wastewater property connection		The lot owner will receive a quarterly bill for water consumption & service charges.	1x service charge for water supply 1x service charge for wastewater
Dwelling house (& auxiliary dwelling)	1 lot	+ auxiliary dwelling	No Water Approval Required	Infrastructure charges not applicable	1x water service + meter	No new infrastructure permitted	1x wastewater property connection	No new infrastructure permitted	The lot owner will receive a quarterly bill for water consumption & service charges.	1x service charge for water supply 1x service charge for wastewater
Reconfiguration of a lot (ROL)	1 lot	(into) 2 lots	**Water Approval Required**	**$$ Infrastructure Charges Apply**	1x water service + meter	One [1] additional water service + meter per lot (& relocation of the existing water service & meter, if necessary[9])	1x wastewater property connection	One [1] additional property connection to service the new lot (& relocation of the existing wastewater property connection, if necessary)	Each lot owner will receive a quarterly bill for water consumption & service charges.	1x service charge for water supply per lot 1x service charge for wastewater per lot
							2x wastewater property connections (rare)	No new infrastructure permitted		
Reconfiguration of a lot (ROL) (boundary realignment)	2 lots	(into) 2 lots (boundary realignment)	If the land use within each lot remains the same & existing infrastructure services are positioned correctly WRT the new lot	Infrastructure charges not applicable (typically described as a '**boundary realignment**')	2x water services + meters	No new infrastructure required	2x wastewater property connections	No new infrastructure permitted	Each lot owner will receive a quarterly bill for water consumption & service charges.	1x service charge for water per lot 1x service charge for wastewater per lot

What's next?

- Guideline for developers (and civil engineers) to ensure location, access and physical space guidelines are met for meter installations
- Should mean that hydraulic consultants are engaged **earlier** in development project
- Water Approval will require water meter design specifications on application
- Would AHSCA like to have access to the document for draft review?
- Ongoing feedback from industry on application of this guideline


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