

POLICY



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Policy title: **COMMUNITY TITLE SCHEME BILLING AND SUB-METERING**

Directorate: ROAD & WATER INFRASTRUCTURE

Branch: WATER SERVICE PERFORMANCE

Policy objective: The objective of this policy is to define the billing arrangements and sub-metering arrangements for individual units/lots within new and existing Community Titles Schemes.

Policy scope:

This policy applies to decisions regarding the billing of lots for water consumed within a Community Titles Scheme, including the common property.

Definitions:

TERM	DEFINITION
Body corporate	An entity created under section 30 of the <i>Body Corporate and Community Management Act 1997</i> . The members of the body corporate for a Community Titles Scheme are the owners of all lots included in the scheme.
Common property	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.
Community Titles Scheme (CTS)	A scheme registered in accordance with section 24 of the <i>Body Corporate and Community Management Act 1997</i> in relation to certain freehold land. A Community Titles Scheme is established by: <ul style="list-style-type: none"> (a) the registration, under the <i>Land Title Act 1994</i>, of a plan of subdivision for identifying the scheme land for the scheme (b) the recording by the registrar of the first community management statement for the scheme.
Contribution schedule lot entitlement	The number allocated to the lot in the contribution schedule or interest schedule in the community management statement in accordance with section 46 of the <i>Body Corporate and Community Management Act 1997</i> .
Master meter	The meter at the point of connection for the Community Titles Scheme property to the Council's water main and is upstream of all sub-meters and is used to register total water consumption.
Owner	An owner of a lot within Community Title Scheme Land.

TERM	DEFINITION
Scheme land	The land identified in the plan of subdivision registered under the <i>Land Title Act 1994</i> in relation to a Community Titles Scheme.
Sub-meter	A term used to describe individual water meters within scheme land that measure supply to individual lots within the scheme land. A sub-meter is supplied water via a master water meter.
Sub-metering	The installation of sub-meters.
Water meter	A device, including equipment related to the device, for measuring the volume of water supplied to premises and installed on infrastructure that supplies a water service at the premises. An example of equipment related to the device is an automatic meter reading device and associated technology or similar devices.

Policy statement:

1. Community Titles Schemes where the original plumbing assessment application was lodged post 1 January 2008
 - (a) For Community Titles Schemes where the plumbing assessment application was lodged post 1 January 2008, Council will provide individual accounts to each owner within a Community Titles Schemes based on consumption measured by sub-meter where:
 - (i) sub-meters are installed
 - (ii) the sub-meters are owned by Council
 - (iii) the sub-meters are located so they are easy to read and maintain in accordance with part 4 of the Queensland Plumbing and Wastewater Code.
 - (b) The developer is responsible for the cost of the installation of an appropriate size master water meter servicing the entire development, in accordance with Council's annual fees and charges. The developer is responsible for the installation of all individual sub-meters for the purpose of determining the water consumption to the individual lots within the development.
 - (c) Sub-meters installed by the developer for the development must meet class 2 accuracy requirements of both the National Measurement Institute Standard NSC R49 - 1 May 2001 and Australian Standard AS3565.1 - 2004 - Part 1.
 - (d) Following the application for water supply, connection and installation, Council will install the master water meter. Council will inspect and approve the internal sub-meters as part of the normal application and final inspection process for the internal plumbing.
 - (e) Sub-meters must be located within an accessible position for the body corporate/Council to obtain a water meter reading to determine individual water consumption to bill lot owner/s.
 - (f) Further, the location of the sub-meters must be permanently accessible (24 hours a day) to allow for the future maintenance of these individual sub-meters by Council. If the complex is designed with a high level of security in mind then the developer must provide external sub-meters, a remote meter reading panel or access to the complex for all individual sub-meters to be read.

- (g) Council will issue individual accounts to lot owners based on the actual meter reading taken on the individual sub-meter. The sum of all sub-meters will then be deducted from the master meter to determine any common property water usage or water consumption not measured by the sub-meters. Council will not bill off a sub-meter which is downstream of another sub-meter.
 - (h) Common property water consumption, that is, the difference between the aggregate of the sub-meters subtracted from the master meter will be billed to the body corporate.
2. Community Titles Schemes where the original plumbing assessment was lodged prior 1 January 2008
- (a) For Community Titles Schemes where the plumbing assessment application was lodged prior to 1 January 2008, where sub-meters are not installed or are installed but not owned by Council, Council will either:
 - (i) Option 1 (default option)

Provide individual accounts to each owner as a customer for a share of the total amount payable for water consumed by the scheme land as measured by the master water meter, based on the contribution schedule lot entitlement for the lot; or
 - (ii) Option 2

Upon request from the body corporate, Council will enter into an agreement with the body corporate where all water consumed, as measured by the master meter, shall be levied on the body corporate only. Council will not read sub-meters under this option. If allocation of charges to lot owners is reliant upon readings obtained from sub-meters, then the body corporate will be responsible for reading sub-meters under this option. Any default of payment (failure by the body corporate to pay the account by the due date) will result in Council reverting back to "Option 1" of the policy. For this option to be implemented, minutes from a body corporate meeting agreeing to this option are to be provided.
 - (iii) Option 3

Upon request from the body corporate, Council will enter into an agreement with the body corporate where Council will provide individual accounts to each lot owner within a CTS based on consumption measured by the sub-meter where:

 - a. minutes have been provided from body corporate meeting agreeing to this option
 - b. sub-meters are installed by the body corporate on all lots within the CTS
 - c. the sub-meters installed are under 12 years of age and have recorded less than 3400 kilolitres
 - d. the sub-meters are owned and maintained by the body corporate
 - e. the sub-meters are located so they are easy to read and maintain in accordance with part 4 of the Queensland Plumbing and Wastewater Code
 - f. common property water consumption, that is the difference between the aggregate of the sub-meters subtracted from the master meter, will be billed to the body corporate.

- (b) Where a body corporate currently does not have sub-meters installed, the body corporate is responsible for the costs involved of determining the feasibility of installing sub-meters and for the costs involved in installing and maintaining the sub-meters. In addition the body corporate is required to, and is responsible for, submitting a plumbing compliance application.
- (c) Any issues relating to the replacement and accuracy of the individual sub-meters rests solely with the body corporate and should be documented within the CTS' Body Corporate By-Laws. In addition any disputes surrounding internal water consumption within a CTS arising from sub-meter accuracy or sub-meter failure is an internal issue for the Body Corporate.
- (d) Sub-Meters installed by the body corporate must meet class 2 accuracy requirements of both the National Measurement Institute Standard NSC R49 - 1 May 2001 and Australian Standard AS3565.1 - 2004 - Part 1.
- (e) Council will not bill off a sub-meter which is downstream of another sub-meter.
- (f) At no time will Council own, or be responsible for sub-meters installed in a CTS where the plumbing assessment application was lodged prior to 1 January 2008.
- (g) On installation of sub-meters and confirmation of plumbing compliance by Council or where sub-meters are already installed, the body corporate is to provide Council with the following:
 - (i) sub-meter manufacturer
 - (ii) sub-meter serial number
 - (iii) sub-meter size and number of dials
 - (iv) sub-meter installation date
 - (v) opening or current reading of the sub-meter and the date this reading was obtained
 - (vi) sub-meter location
 - (vii) unit number/lot number that each sub-meter is allocated
 - (viii) on receipt of the above information, an inspection will be carried out by Council on the sub-meters installed to ensure accessibility for reading purposes. If satisfactory an agreement will be issued to the body corporate for signature. This agreement may be varied from time to time and will include a fee, which will be billed to the body corporate for the reading of body corporate owned sub-meters, and will include requirements for the maintenance of sub-meters by the body corporate. The agreement is also to include a timeframe for replacement of sub-meters by the body corporate which is to be every 12 years or when the meter reaches 3400kL whichever occurs first.
 - (ix) The commencement date for billing against the sub-meters will be determined by Council, based on the quarterly billing cycles for the CTS.
 - (x) When sub-meters have stopped, an automatic reading system has malfunctioned or a reading of the sub-meter can not be obtained due to accessibility or meter damage, then Council will determine individual water consumption based on the average water consumption consumed during a similar corresponding period. Council will then advise the body corporate of the sub-meter that it is unreadable for them to action.

If the body corporate fails to rectify the situation of unreadable sub-meter recorded by the Council for more than three (3) consecutive meter reading periods, then Council will cease reading all sub-meters and revert back to option 1 of this policy.

Related policies/legislation/other documents:

DOC ID	DOCUMENT TYPE	DOCUMENT NAME
	Legislation	Queensland Plumbing and Wastewater Code
	Legislation	Queensland Water Commission Customer Water and Waste Water Code - South East Queensland
	Legislation	<i>Water Supply (Safety and Reliability) Act 2008</i>
	Legislation	<i>Body Corporate and Community Management Act 1997</i>