

Meter standards and regulations

- 4.10 All Water Meters used for measuring any supply of water for revenue purposes must be in compliance with the Customer Metering Regulations issued by the Bureau. They should be approved by the Distribution Company and conform to the relevant standards included in the regulations.
- 4.11 Water Meters using electronic principles are acceptable so long as they are approved and compliant with the Distribution Company's requirements.
- 4.12 The meter numbering system must be approved by the Distribution Company. The meter number, if unprotected, must be engraved on the meter body on the same side as the reading display window. If the meter number is written on the counter face of the meter, it should be protected by a toughened clear plastic or glass cover.

Illegal tampering

- 4.13 The meter must be protected by the Responsible Person from illegal tampering, and access to components which may affect its metrological characteristics must be prevented. The meter must be installed in a secure location and have a valid manufacturer's or other approved agent's seal in place as specified by the Distribution Company. Where seals have become damaged or removed, the Customer shall inform the Distribution Company.
- 4.14 No Customer shall be permitted to remove or replace a meter. Only the Distribution Company, or a person authorized by the Distribution Company, may replace or remove a meter. A Customer shall be legally liable if found responsible for such an act.

Water meter housing

- 4.15 Water Meters are calibrated measurement devices, and require some degree of protection against physical shock, maltreatment and tampering. In order to provide this protection, Water Meters shall be housed in an approved manner in either cabinets or chambers or rooms as approved by the Distribution Company.

Check meters

- 4.16 The service pipe supplying multi-storey and multi-tenanted metered buildings or Premises shall also be fitted with a Check Meter for water balance purposes. This is to ensure water losses or leakages inside the Premises' boundary are detected and repaired.
- 4.17 The Distribution Company may charge the Customer/Responsible Person for any water losses within the plumbing system i.e. for the difference between the Check Meter reading and the sum of Customer Water Meter readings.