



# 10 Year Plan Consultation

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## Water Meters FAQs

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10. What are some of the key reasons why we should look at water meters?
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## 1. What are some of the main uses for water meters?

1	Making our network smarter enabling better tracking and monitoring of water
2	More accurately gauge what water is used in homes and businesses
3	Leaks and issues with pipes can be picked up more easily and more quickly
4	More awareness around water usage and helps conserve and reduce water
5	Potential for charging for water use or agreed limits/thresholds, which means money can then be invested back into upgrades and renewals of pipes and infrastructure

## 2. Let's get more informed about water meters; what is a water meter?

Water meters measure how much water is used. A water meter is installed to measure the volume of water supplied to a property. Traditional water meters are mechanical devices that record water at the point of use. The water that passes through a water meter spins a built-in device. Each full spin of the device measures a specific amount of water. Smart meters record water use in the same way but are connected to wireless communication devices providing current water use data. This type of water meter means you can read usage data remotely via apps and software. HCC would look to adopt modern smart meters which will also fit into smart networks in a move towards a future where we are all more responsible for our water use.

### **3. If our Council looks to adopt water meters, does it mean I am going to be charged more for my water?**

Water meters are unlikely to result in higher water costs for households. Many Councils in New Zealand who have adopted them, only charge once a certain threshold of water has been reached. It also takes a long time to adopt a water metering system fully and so we will not see a difference for a few years across our city if we do consider using them for charging purposes. In addition, people may be charged less once a water meter is installed as they tend to use less water. However, high users may be charged more.

### **4. If there's a leaky pipe right outside my house and we have a water meter installed, will I potentially be charged unfairly?**

No. If the leak is on the public network, it will be before the water passes through the meter and so wouldn't be recorded. Water meters help to better monitor and manage our pipes. It should help us identify what's going on with our pipes more efficiently. Depending on the technology that is considered for any new water metering system, there's also the potential for people to monitor water with an online platform. It enables people to proactively manage water utilising technology, businesses could benefit from such a system who use a lot of water for instance. There are systems which can track water quarterly, monthly, weekly, daily and even hourly.

### **5. If we adopted water meters in the future, what happens if my water meter seems to track more water usage than I am using, and I know this because I have been on holiday?**

This means it is working! The chances are in this circumstance that there's a leak within the private part of the network (from the toby to your house) which needs fixing. This is the responsibility of the property owner to sort out as soon as possible.

## **6. Who is responsible for fixing leaky pipes?**

Council is responsible for fixing any leaks up to and including the Toby. From the Toby to the house is the responsibility of the homeowner.

## **7. Have other Councils seen positive results from them and why?**

There are many examples of Councils across New Zealand as well as many other countries around the globe who have had very positive results by adopting a water metering system, one that suits them and caters for its communities. This can vary a great deal, depending on population size and many other factors. Overall, though, the key benefit that has been noted across the board is that people know much more clearly what water they are using, and therefore are much more aware of their water consumption and tend to use less. Plus, leaks can be identified a lot quicker.

## **8. What are some of the key reasons why we should look at water meters?**

Water meters provide the ability to better locate and repair leaks. In addition, water meters enable people to be much more aware of their water usage and are much more inclined to adopt many of our water saving practices that we already promote visit our website here 'Caring for our water'

<https://www.huttcity.govt.nz/environment-and-sustainability/water/caring-for-our-water>

## **9. What are some of the concerns to think about?**

Most people ultimately feel they are going to be charged more, which is often not the case. On the flip side if we can invest more in our water and pipes, we will have a much more effective system for generations to come. The best thing to do is get more knowledgeable about water meters so you are fully informed. There are many positive stories where it has made a real difference to effective water management.

## **10. What are some of the key reasons why we should look at water meters**

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## **11. If I want to give my views on this topic, how can I do this?**

Please make sure you fill in our 10 Year Plan feedback forms available online at [hutt.city/10yearplan](https://hutt.city/10yearplan) from **2 April – 3 May 5pm**, or our paper feedback forms are available at all of our neighbourhood hubs. We want to hear from you.