

For special water meter reading enquiries, fees and payment methods, phone Urban Utilities on 13 26 57.

Mail payment and application to: Urban Utilities, GPO Box 2765, Brisbane QLD 4001.

The personal information provided will be used by Urban Utilities or its agents for the purpose of processing your Special Water Meter Reading Application. Urban Utilities' privacy statement is available at [urbanutilities.com.au](http://urbanutilities.com.au)

Your application must be received no less than four working days prior to the date you require the results. While every effort will be made to process the application by this date, no warranty or guarantee is given or implied.

All fields are mandatory unless specified as optional.

## Applicant details

Business name (if applicable)

ACN/ABN

Reference details

Applicant first name

Applicant surname

Contact number

Email address

## Applicant postal address

Postal address 1

Postal address 2 (optional)

Suburb

State

Postcode

## Property details

Is the property owner's name the same as the applicant name?

Yes No  If no, please complete fields below.

Property owner's first name

Property owner's surname

Is the property address the same as the postal address?

Yes No  If no, please complete fields below.

Property address

Suburb

State

Postcode

## Real property description

Lot number

Plan type

Plan number

## Water and sewerage account information

Account number (optional)

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This is the 15 digit account number as shown on the Urban Utilities Water and Sewerage Account.

## Meter reading details

Date reading required

We require four working days to process your request. In addition to these four working days, please also allow sufficient time for us to receive your application via post.

## Settlement details

Settlement date e.g. the effective date of ownership transfer

How would you like to receive your results?

Post    Fax     Fax number Email  

## Application fee

GST does not apply to this charge. Refer to Urban Utilities' website for current fees and charges. Payment can be made by cheque or money order and must be submitted with this application.

If you would like to cancel a Special Water Meter Reading Application, you need to notify us by calling 13 26 57 before 2pm, no less than three working days prior to the date specified under **Meter reading details**. Any cancellation requests received after this time are non-refundable.

## Terms and Conditions

- By signing in the space provided below, the applicant agrees that they will be bound by these terms and conditions.
- By law, water and sewerage charges apply to the property and are payable by anyone who from time-to-time owns the property, regardless of whether or not they used the services or consumed the water.
- It is the responsibility of vendors and purchasers or their representatives to ensure that an application for a special water meter reading is made to Urban Utilities within a reasonable time prior to a property settlement.
- If the special water meter reading is for property settlement purposes, any appointment of the water and sewerage charges at the time of settlement is the responsibility of the vendor and purchaser, or their representatives.
- Urban Utilities is not liable for vendors or purchasers failing to request appropriate searches.
- It is the property owner's responsibility to determine the nature of the water supply and sewerage connection to the property (i.e. whether or not there is a water/sewer connection, whether or not the property is serviced by a private off-line main or whether or not the property is individually metered).
- Urban Utilities is not liable for any reliance by the property owner on the special water meter reading for any purpose other than in relation to the water consumption or amount due or owing on the stated date.
- While Urban Utilities will use its best endeavours to process special water meter readings within the requested timeframe (i.e. within four working days of receipt of a valid Special Water Meter Reading Application or such other day as requested), no warranty or guarantee is given or implied.
- A special water meter reading is considered to have been provided by Urban Utilities to the applicant in the following circumstances:
  - If sent by post, the second business day after posting
  - If sent by fax, upon acknowledgement on the sending machine that there was an error-free transmission.
  - If sent by email, the date and time the email indicates that it was sent.
- Once provided, Urban Utilities accepts no responsibility for special water meter readings received outside these timeframes or not at all.
- Urban Utilities does not issue water and sewerage accounts for part periods.
- The total amount stated in the special water meter reading is the amount due or owing if a water and sewerage account were to be issued on the stated day.

Applicant signature

**Privacy and why we collect your information:** Your privacy is important to us. Urban Utilities is collecting your personal information for the purposes of processing your special meter reading application under s 99AI of the South-East Queensland Water (Distribution and Retail Restructuring Act) 2009 (Qld) and updating our billing and customer records. The personal information we collect may also be used to manage and make contact with you about the account, to verify your identity in future and to conduct customer research. Urban Utilities may use and/or disclose your personal information to its employees, agents or contractors for this purpose and other third parties as otherwise required or authorised by law. For more on how we protect the personal information we collect, and to find out how to make a privacy complaint, access our Privacy Policy at [www.urbanutilities.com.au/privacy](http://www.urbanutilities.com.au/privacy)