

A meter is considered to have registered incorrectly only if it registers outside the prescribed margin of the correct amount of water supplied, whether greater or less. The prescribed margin is 5%.

A laboratory test involves a technician from Urban Utilities or its agents removing the meter. When the water meter is removed, it is immediately replaced with a new meter. The removed meter is destroyed through the testing process and cannot be reinstalled at your property.

For water meter test enquiries, current costs and payment methods, chat with us online from 7am-7pm weekdays or call 13 26 57 (8am-5pm weekdays).

1 Applicant's details *If the property is part of a Community Title Scheme, the applicant must be the owner or authorised Body Corporate representative.*

Applicant's full name

Applicant's postal address

Postcode

Applicant's email address

Account number *Refer to Water and Sewerage Account*

Date

 / /

2 Property owner's details

Property owner's name

Business hours phone number

Property address

Postcode

Meter number/s *If there is more than one meter required for testing, a separate meter test fee will apply for each.*

3 Do you want to be present when your meter is removed?

Yes No

4 Do you want to nominate a meter testing laboratory?

Yes *Please refer to our website or call us on 13 26 57.*

No *Urban Utilities will choose a laboratory for you.*

5 Do you want to be present during the laboratory meter test?

A consent to Urban Utilities providing your contact details to the laboratory will be required.

The testing laboratories are interstate and you will need to cover all required travel and accommodation costs.

Yes *Urban Utilities will provide your contact details to the laboratory for this purpose.*

No

6 Have you ruled out a leak by completing a self test or engaging a plumber?

Yes

No *A leak must be ruled out prior to the meter being tested. Please refer to our website on how to complete a self test or call us on 13 26 57.*

7 Price

Please include correct fees and charges. Information is available on our website urbanutilities.com.au. Prices are subject to change. GST does not apply to this charge.

\$

8 Payment options

Credit Card or BPAY: *Please email completed application form to SpecialReads@urbanutilities.com.au and you will receive an email with the details on how to pay.*

Cheque: *Please post to Urban Utilities, Locked Bag 1496 Brisbane QLD 4001 with completed application form.*

9 Acknowledgement of responsibilities and of meter destruction

Urban Utilities cannot test your water meter at the laboratory unless you have acknowledged the following and sign below.

I acknowledge and understand that the water meter will be destroyed through the testing process and cannot be reinstalled at my property.

I acknowledge and understand that if I have requested to be present during the laboratory meter test, I am responsible for all arrangements including covering the cost of all travel and accommodation.

Name

Signature

OFFICE USE ONLY

Meter size

Laboratory meter test

 mm

Privacy and why we collect your information: Your privacy is important to us. Urban Utilities is collecting your personal information as a distributor-retailer under the South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (Qld) for the purpose of processing your water meter test request and updating our customer and billing records. The personal information we collect may also be used to manage and make contact with you about accounts and to verify your identity in future; to contact you about network faults and emergencies and manage the water and sewerage services we provide; and to conduct customer research. Urban Utilities may use and/or disclose your personal information to its employees, agents or contractors for these purposes 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

OFFICE USE ONLY

Amount

 \$

Reference no.

Processing officer's signature

Employee no.

