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16 June 2014

South Australian Water Metering Code – Issues Paper  
Essential Services Commission of South Australia  
GPO Box 2605  
ADELAIDE SA 5001

Contact: Bruce Naumann  
Telephone: 08 84068575

Dear Sir/Madam,

**Re: Response to the Issues Paper - South Australian Water Metering Code**

The existing SAWater arrangements, as described in the issues paper, appear to be reasonable and robust.

Due to the relative newness of our infrastructure, Salisbury has yet to formalise mechanical meter checking and replacement procedures. The number of customers with this type of meter is also quite small. However, we have a comparatively high level of computer-monitored magnetic flow meters that are used to track major consumers and network leaks. These meters are all routinely calibrated in accordance with the manufacture's guidelines.

In the short term, without a formal Water Metering Code in place, Salisbury will most likely implement procedures modelled on the SAWater procedures for mechanical meters.

However, the cost to install, maintain and read meters does become a significant cost burden. In order to offer the best service value to small users, Salisbury does not meter their supply and charges only a fixed service fee. We are also modelling the possible extension of this service approach to significantly more customers in order to provide the best value service. Note this approach requires a more sophisticated approach of computer-monitored flows at key points in the distribution network, in order to identify high consumption patterns/leaks etc.

In conclusion, a Water Metering Code is seen to be of considerable value, to ensure that all Retailers are working to similar standards, improving customer confidence in the industry sector as a whole. However, the Code should be flexible enough to allow innovative approaches to monitoring consumption that can lead to reduced costs to the consumer.

Should you require further clarification in relation to any of the above information, please do not hesitate to contact me.

Yours sincerely,

**Bruce Naumann**  
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