

Water meter test application 20 mm – 25 mm meters

This application form is for testing the water meter specified below, in accordance with our contractual arrangements under the [Water Industry Act 2012](#). The water meter may be tested on-site for accuracy or removed for independent testing at an off-site [National Association of Testing Authorities](#) (NATA) accredited facility. Fees apply for these services and will be charged against the customer account. Property tenants and occupiers who are not named as the account holder for the water supply for the property are required to obtain authority to charge the customer's account.

The terms and conditions set out on this form apply in relation to the meter test.

Applicant details

Applicant's name: _____

Applicant's status: I am the owner / tenant / lawful occupier of the property.

(Please cross out the alternatives that do not apply to you)

Contact person: _____ Phone/mobile: _____

Property details

Customer account number: _____ Meter No. to be tested: _____

The customer account is in the name of: _____

(Please print)

Property address location: _____

Have you checked for leaks on your pipework at this address? ☐ Yes ☐ No

Meter test fee – 2025/26

On-site meter accuracy test \$220.00 ☐ (you may be present for this test)

NATA accredited meter test \$834.00 ☐

Authority to charge the customer's account

I am the customer named in the account described above and understand that the selected meter test fee will be charged to my SA Water customer account and shall not be refunded unless the meter tested registers an accuracy error of more than 5% fast or slow. I agree to the terms and conditions set out in this application form.

Customer's signature: _____ Date: __ / __ / ____

Applicant's authority to proceed

I am the applicant described in the applicant details and authorise SA Water to proceed to test the meter described in this application. I agree to the terms and conditions set out in this application form.

I would like to be present at the on-site meter accuracy test carried out on the meter. ☐ Yes ☐ No

Applicant's signature: _____ Date: __ / __ / ____

If you are an applicant who is also the person named on the customer account for the property, please sign both the authority to charge the customer account and the applicant's authority to proceed.

Please return this completed application:

By email: CustomerCare@sawater.com.au

By mail: Customer Care Centre, GPO Box 1751, Adelaide SA 5001

Terms and conditions

1. The registered owner, tenant or person in lawful occupation of the property must be the applicant. The person named as the customer for the SA Water account for the water supply to the property on which the meter is located must authorise the requested meter test fee to be raised to the SA Water customer account.
2. This application form applies to above ground 20mm and 25mm meters only. Testing of larger or below ground meters will require a cost estimated by the Corporation.*
3. The meter test service is only available to meters supplied by SA Water.
4. The amount specified by you on this application will be debited to the Customer's SA Water account.
5. The applicant as the owner, tenant or lawful occupier of the property on which the meter is located grants permission for SA Water to enter the property to undertake the requested works.
6. To cancel this application, SA Water must be advised in writing. If the service has not been performed, a refund will be made to the SA Water customer account. If the meter test service has been performed, a refund will not be made to the SA Water customer account.
7. SA Water will only refund the meter test fee to the SA Water customer account should testing establish an accuracy error of more than 5% fast or slow as per SA Water's Standard Customer Contract.
8. Should the on-site accuracy meter test identify a fault with the meter, it will be replaced at no cost with a new meter.
9. If a leak is detected within the customer's pipework the meter test charge may still apply.
10. If NATA approved testing is required, the water meter will be removed and replaced with a new meter. The replaced meter will not be returned to service.
11. The location of the requested meter for testing must be accessible, clear of any physical obstructions such as; grass, weeds, gardens, trees or shrubs, fences, rubbish or any other obstruction that may prevent clear access to the meter.
12. On-site meter accuracy testing will only be performed during business hours, Mon – Fri, 8:00am – 4:00pm, excluding public holidays.
13. SA Water, its employees or agents will take reasonable care to perform this service. No liability is accepted for damage to customer pipework should it occur. The owner agrees to release SA Water from, and indemnify SA Water for, any liability or claim arising from the performance of this service.