

New connections

Main to meter installations and meter relocations

Our process has changed for the installation of water tappings and the property service pipe, from the tapping to the water meter. This is now known as a Main to Meter installation.

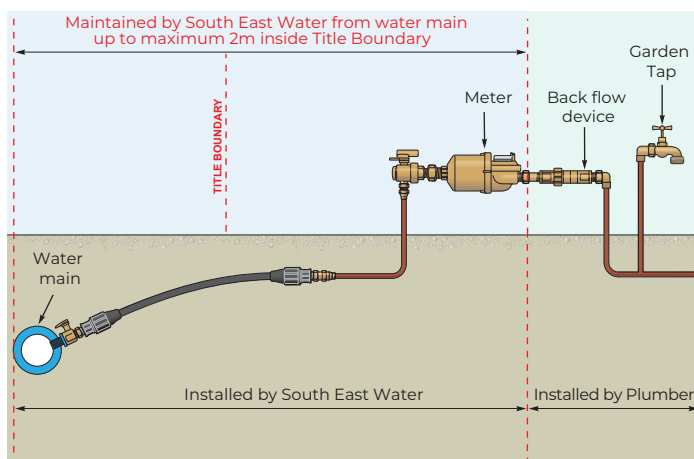
From 17 March 2025, South East Water will manage the Main to Meter installations and meter relocations using a panel of approved plumbing contractors.

Main to meter installation process

As part of the Main to Meter process, South East Water will carry out the following:

- Exposing the water main for all Main to Meter installations, including traffic management and permits
- Installation of the new service pipe from water main to the meter assembly
- Set up of meter assembly and installation of water meter
- Reinstatement of excavated areas.

This process excludes fire services and backflow device installations, as shown in the diagram below.



Please note: Additional charges may apply for a variety of reasons, including but not limited to: Non-Destructive Digging (NDD), excavation or disposal of contaminated soil, concrete, paving or bluestone reinstatement and works outside of Monday to Friday business hours.

Backflow Installation and Commissioning

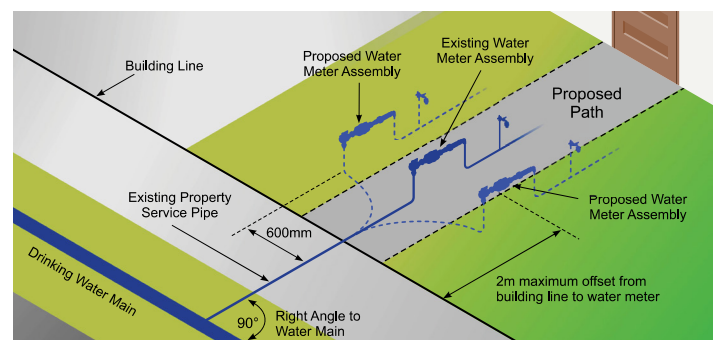
Backflow installation and initial testing of containment devices are not included in the Main to Meter process. Customers may engage their own plumber to install and test these devices. Alternatively, customers can choose to have South East Water install and commission the backflow device as part of the Main to Meter installation, at an additional cost.

Meter alterations and relocations process:

Existing water services and meter locations, excluding fire services, can be altered as shown in the diagram below.

Only South East Water approved contractors can perform service alterations and meter relocations to existing general services.

Where a meter assembly needs to be moved beyond the permissible 600mm offset, the water service will need to be plugged (abandoned) and a new Main to Meter installation completed in the correct location.



For further information on the relocation of existing services and meters, please refer to the Metering and Servicing Guidelines, clause 6.3 – southeastwater.com.au/servicing-guidelines

Prices and Charges

South East Water has set pricing for majority of our services, please refer to the Pricing Handbook for further information – southeastwater.com.au/prices-charges



For further details on the Main to Meter installation or Relocation process please refer to your development offer.