

Non-drinking water meter reading and monitoring in dual reticulation systems

Water and Sewerage Infrastructure Advisory Note

Issued May 2026

This advisory note applies to Water Industry Entities (WIEs) and their contractors who are responsible for the operation and maintenance of dual reticulation systems.

It provides clarity around compliance with relevant Standards and Codes and the best practice approach for non-drinking water meter reading and monitoring.

The [Standard for Dual Reticulation Infrastructure](#), published by the Office of the Technical Regulator (OTR), details the minimum requirements and responsibilities of all parties involved in dual reticulation infrastructure to ensure the safety and reliability of the water services provided to South Australian consumers.

Section 2.1 of the Standard outlines requirements for water meter assemblies and associated fittings in dual reticulation systems.

The [Essential Services Commission of South Australia](#) (ESCOSA) has published the *Water Retail Code – Major Retailers and Water Retail Code – Minor and Intermediate Retailers* which outlines customer service obligations, including water meter reading requirements for billing purposes.

Best practice approach

Water meter readings in South Australia are typically undertaken quarterly, however, there are circumstances where this may not be possible due to access or safety issues. Water industry entities must take reasonable steps to read meters on a regular basis. The OTR considers quarterly water meter reading to be best practice in South Australia.

The benefits of quarterly meter reading include:

- early detection of leaks
- detect and prevent cross connections
- regular consumption monitoring
- timely detection of faulty water meters
- accurate billing

Smart water meters

Smart water meters measure water usage in real-time and automatically send consumption data back to the WIEs. The OTR supports the use of smart water meters as they eliminate the need to visit sites, especially where there are safety or access issues.

Smart water meters allow WIEs to collect the consumption data and make this available to the customer through their account. This enhanced data access will support improved monitoring, transparency, and customer engagement. The data can provide useful insights about water consumption as well as assist with early detection of leaks.

Maintenance and monitoring

The WIE and/or contractor should seek clarification from the water meter supplier or manufacturer regarding the design life of all components and the expectations for maintenance and/or replacement of the meter.

The Standard for Dual Reticulation Infrastructure states that non-drinking water meters must be permanently coloured purple no darker than Jacaranda P24 or Purple P12 and no lighter than P23 Lilac.

It is the responsibility of the WIEs to ensure that meters are regularly checked to ensure colour compliance is achieved and that drinking water and non-drinking water services are distinguishable. WIEs may consider adding a visual inspection of the meter colour during the meter read.

Contact the Office of the Technical Regulator for more information

Online otr.sa.gov.au

Email dem.otrwsinfrastructure@sa.gov.au

Phone (08) 8226 5500



**Government of
South Australia**