

# New connections

## Main to meter installations and meter relocations

To ensure a safer service for both plumbers and property owners, we're changing our process for the installation of wet tapplings and the property service pipe from the tapping to the water meter (main to meter installations).

From April 2024, South East Water will manage the main to meter installations and meter relocations using plumbers selected from a panel of approved contractors.

### How we do things today

A range of contractors and individual plumbers perform certain meter relocations and install the main to meter service pipe and water meter assemblies for new connections.

### How will we operate in the future

A panel of approved contractors, with digital device deployment capability, will perform all meter relocations and install the main to meter service pipe and water meter assemblies for new connections\*

\*Excluding shut downs, fire services and backflow device installations.

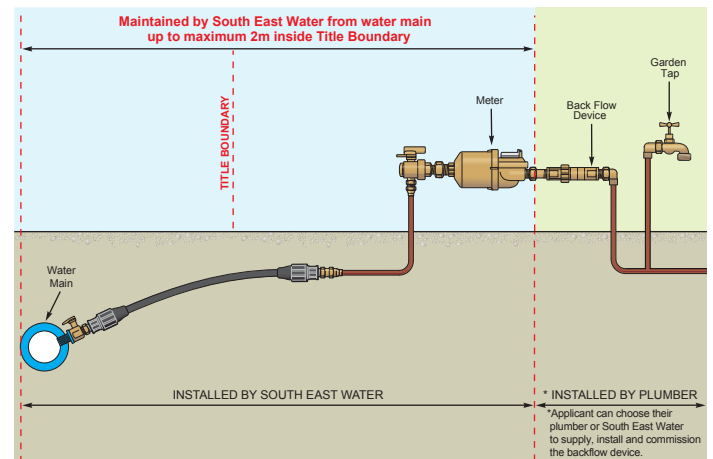


Further details on the main to meter process will be provided prior to implementing the new process.

### As part of the main to meter process, South East Water will carry out the following\*:

- Exposing the water main for all tapplings and pluggings, 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.

\*Excluding fire service tapplings



### Please note:

Applicant can choose their plumber or South East Water to supply, install and commission the backflow device.

### For existing services:

A panel of approved contractors will perform all alterations and meter relocations to existing general services.