

Upcoming changes to water meter connections

About the changes

Information for plumbers and contractors

Greater Western Water (GWW) is streamlining the way we contract our water meter services across our entire service region.

If you service GWW's western region (formerly Western Water), you need to be aware of upcoming changes to the way you operate.

Currently, our meter services operate differently between our central and western regions. To deliver these services, our central region (formerly City West Water) uses two delivery partners, while the western region uses a mixture of individual plumbers and contractors. We also have separate sets of metering and servicing guidelines, which creates confusion and inconsistency for our customers.

From late 2025, we'll bring our western and central regions together, in a single GWW way of working.

To deliver standardised, consistent services across our entire service region, we're pleased to welcome **New Plumbing Solutions (NPS)** to deliver meter connections and installations. NPS was selected as our service partner, after a formal tender process.

Why are these changes being made?

- Improved safety and reduced risk for plumbers and operators, with delivery partners handling all safety, training and licensing requirements.
- Consistency in quality and a seamless experience for customers and property owners.

When will these changes start from?

The new ways of operating are scheduled to start from October 2025.

A single set of metering and servicing guidelines

Our GWW guidelines, aligned with Melbourne Retail Water Agencies standards, promote consistency across our entire service region.

New water meter connection processes

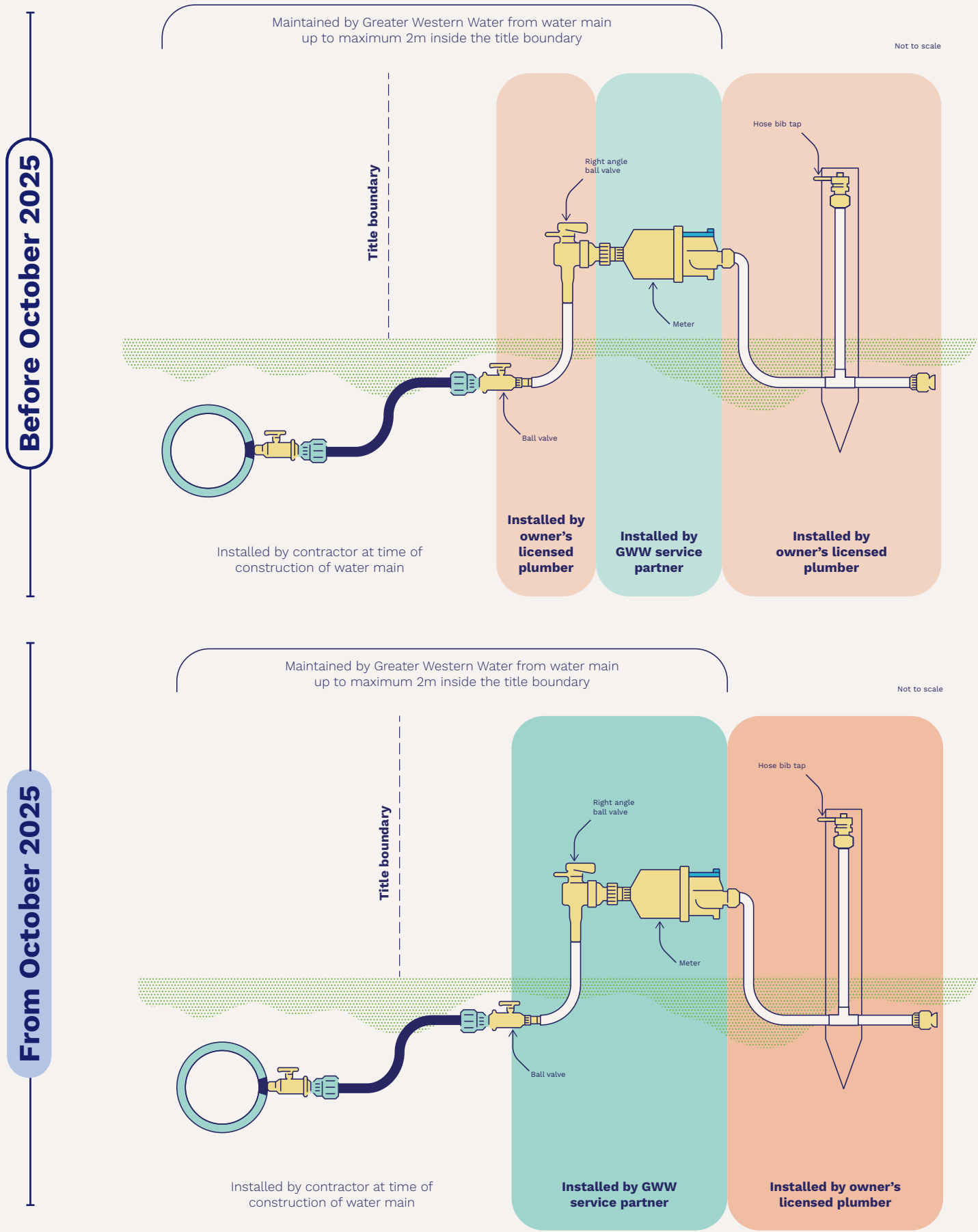
GWW is introducing new processes for 'wet' and 'dry' tapping across our service area. Find out more below.

What stays the same

- Plumbers still need to make their plumbing applications with GWW and carry out all other work in accordance with our conditions. This includes constructing the balance of the meter assembly in both new estates and new developments in existing areas.
- No changes to the process where developments contain a fire service, with property owners and their licensed plumbers responsible for installing and maintaining the property service pipework
- No changes to ways of operating for plumbers and contractors servicing GWW's central region.

New meter assembly ('dry' tapping) process for new estates

This process covers the meter assembly process for new estates, where a 'dry' tapping has been provided.



Instructions for plumbers:

1. Lodge your plumbing application on behalf of the property owner.
2. Plumbers from GWW's service partner will:
 - a. Connect the water supply to the existing dry tapping.
 - b. Construct the inlet portion of the meter assembly.
 - c. Install the meter.

This work will usually be completed within 10 business days.

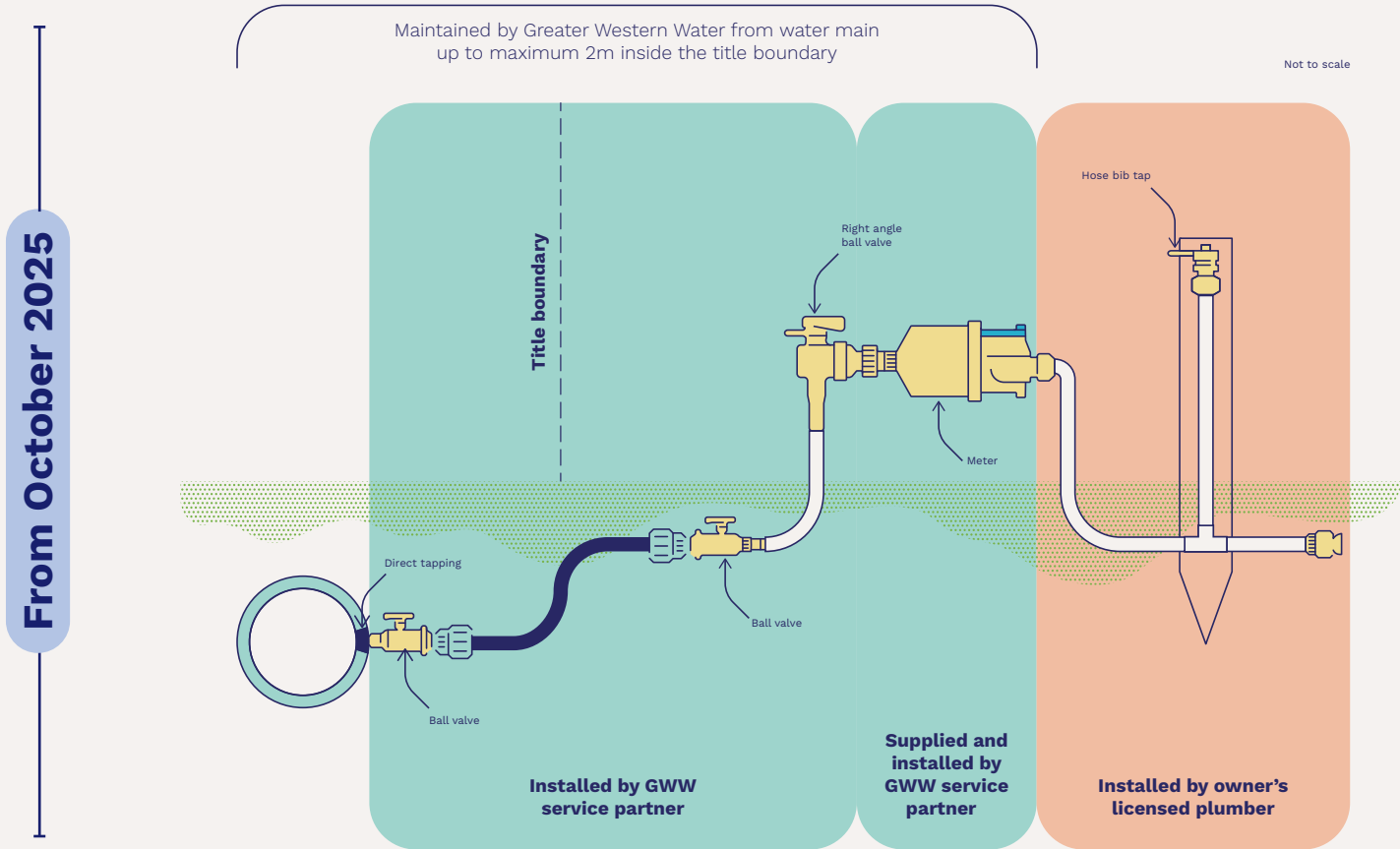
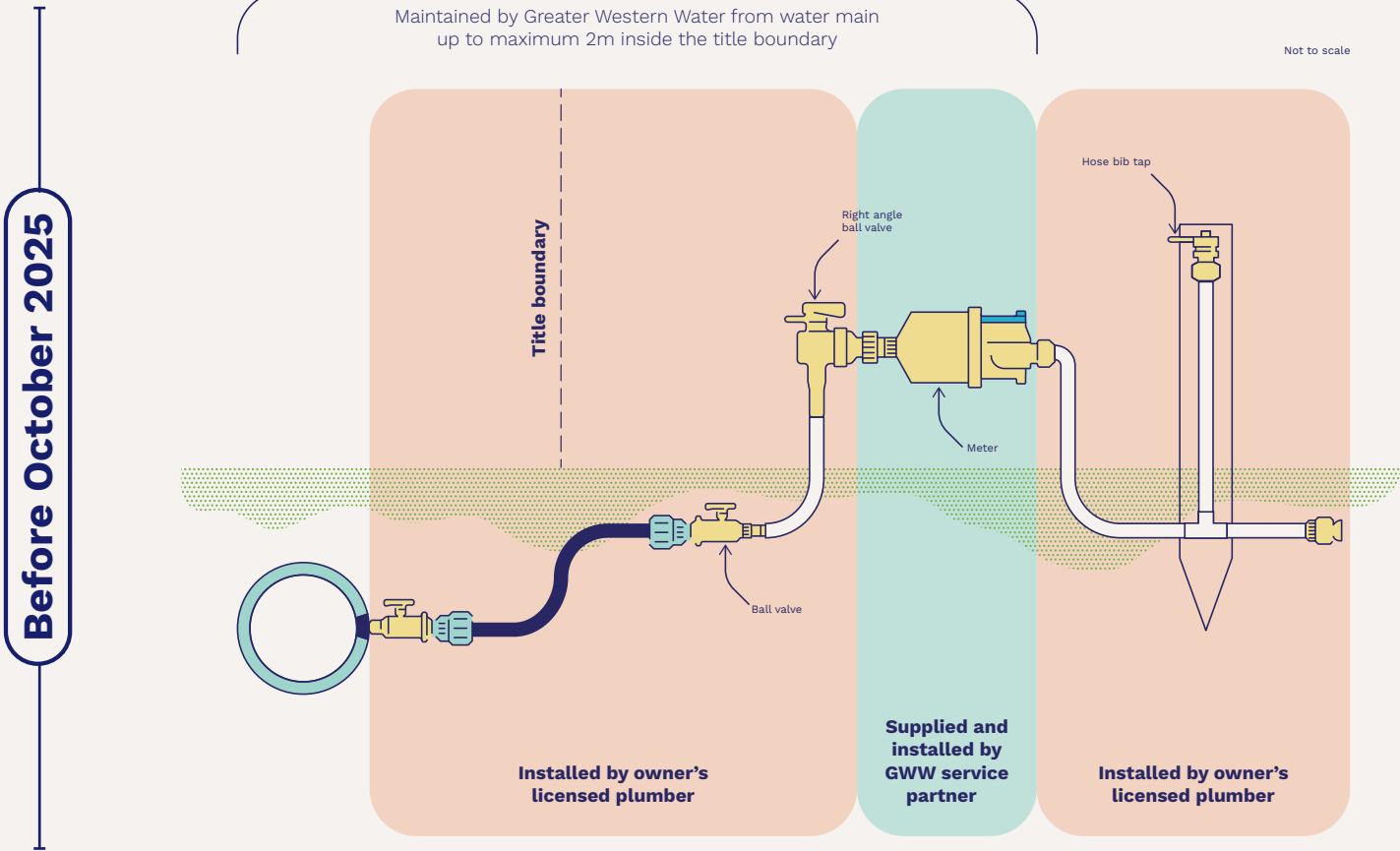
3. Property owners' plumbers are then responsible for constructing the balance of the meter assembly, once construction of the property starts, in accordance with GWW conditions.

Upon arrival on site, plumbers will find the inlet portion of the meter constructed, ready for the balance of the meter to be assembled.



New meter installations (‘wet’ tapping) process for new developments in existing areas

This new main-to-meter process covers new developments in existing areas, including single residences, dual occupancy, multi-unit, commercial or industrial developments, where a ‘wet’ tapping is required.



Instructions for plumbers:

1. Lodge your plumbing application on behalf of the property owner.
2. Plumbers from GWW's service partner will:
 - a. Tap the water main.
 - b. Construct the service pipe into the property.
 - c. Construct the inlet portion of the meter assembly.
 - d. Install the meter.
3. Property owners' plumbers are then responsible for constructing the balance of the meter assembly, in accordance with GWW conditions.

How can I find out more?



Contact GWW's Meter Services team at
gww.meterservices@gww.com.au



We're here to help

Online: gww.com.au

Phone: 13 44 99

Need help in another language?

Call **9313 8989** and we'll connect you with an interpreter.