

## Frequently asked questions

### What are your connection fees?

A general guide to property connections prices can be found on our [website](#) and will assist you with approximate costs for below options.

### Can you move a water meter?

Yes, an existing water meter can usually be swayed up to 1m.

An application fee and sway meter fee is payable.

### Can you move my water meter by greater than 1m?

Yes, a water service can usually be relocated (not swayed). The existing service will need to be capped, and a new service (tapping) installed.

Cost is dependent on the distance to the main eg: whether the main is on the same side of road as your property (near) or the opposite side of road to your property (far). It will also depend on the size of the water main.

An application fee, capping fee and main to meter fee is payable.

### Can you put the water meter in a pit?

Yes, a water meter can usually be placed in a pit.

An application fee and meter pit fee are payable.

If you do not have an existing water meter an additional pre-tapped connection fee will also be payable.

Installation of a trafficable lid is optional. A trafficable lid is an additional cost.

## **The units / shops share one primary water meter. Can I have my own water meter?**

Yes, however it will still need to be part of the existing water meter network with the primary water meter.

An application fee, and meter installation and supply fee are payable.

Additional water usage through the primary meter may still be payable by all customers who are part of the network.

Plumber costs are additional. Customer is to organise their own plumber to prepare for new meter installation. Plumber costs are borne by the customer.

## **If I want to proceed with having the water works completed, what do I need to do?**

Submit a water and wastewater connection application on our [website](#).

*The above information is to be used as a general guide only. It is based on a standard 20mm water service/meter.*

*Additional costs may be payable including, but not limited to, where the main is found to be in the roadway, under concrete or other sealed surface, additional excavation, reinstatement, traffic management, permit and non-destructive digging costs may be incurred.*

*Only Gippsland Water's contractor is authorised to work on our assets, including water meters. Plumbers are not permitted to work on our assets.*

