

Rural metered water supplies

The Buller District Council (BDC) supplies this information for rural or commercial properties with metered water connections from BDC operated Water Supplies. At the point of connection, BDC installs a water meter to track water usage. The meter is read regularly, and we aim to complete this monthly.

How much water can I use?

As a rural householder, you are charged an annual water rate with an allowance of 400 cubic meters (400,000 litres) per year. High volume users can opt to pay more than one water rate – to spread the cost across the financial year.

As our rating year starts on 1 July, a reading is taken on 30 June. Each month, we compare actual usage, to date, against this reading. If your usage passes 400 cubic meters, BDC will issue an invoice, each month, until 30 June – when the calculations against your annual allowance start again.

Why are rural connections metered?

Most rural connections have been self-installed. BDC did not install the connection and, as it sits within your property, we have little control over what type of pipes you use, whether they're protected from damage, or if they leak.

Rural connections are much more prone to breaking or leaking and, as the pipe distances are often long or obscured from view, large leaks often go undetected. A higher meter reading is an alert that something has changed or there could be a problem.

Rural connections are also often used for stock watering. Water troughs are notorious for leaking via faulty valves or damage to the trough itself. Cattle are also known to unintentionally damage feeder lines.

What happens if my line has a leak?

BDC has bylaws that specifically mention water leaks for all property types. All water users are required to report and attend to water leaks and are liable for penalties for wasting water. Rural connections, just like town connections, are responsible for the plumbing from the BDC supply valve.

BDC recommends that rural property owners make themselves familiar with where their water lines are placed and undertake regular inspections (preferably weekly, but at least monthly) to check for leaks.

If you notice a change in water pressure, or a patch of ground is always wet: these may be signs you have a water leak.

Who can fix a leak and who pays?

BDC recommends you engage a qualified plumber to undertake any work on your supply lines or internal plumbing.

It will be the property owner's responsibility to pay for any repairs past the water meter.

BDC will repair any leaks or damage up to, and including, the water meter.

What if my meter reading is wrong?

Mistakes happen, numbers get transposed, and meters can develop faults.

If you think your reading is incorrect or, if you're sure you don't have leaks, we can arrange for the meter to be re-read, replaced or monitored with a check meter.

If we find a fault on our equipment, you will be credited.

Who do I contact if I have questions?

You can either raise a service request via the [BDC website](#)

Or: call BDC direct and they'll get the right person to either call, email or meet with you.

Our phone number is 03 788 9111 and our offices are located at 6-8 Brougham Street in Westport.