

# Greater Western Water billing issues 2024-2026

Version 1.0

<b>Published</b>	10 <sup>th</sup> April 2026
<b>Applies to</b>	NABERS Water ratings – all building types
<b>Related Rules</b>	Metering and Consumption v2.6
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## 1 Ruling coverage

This Ruling applies to all premises affected by the recent Greater Western Water billing issues.

It can be used for NABERS Water ratings lodged on or after 10<sup>th</sup> April 2026, where the premises has either received estimated water bills from Greater Western Water, or not received regular water bills from Greater Western Water, and as a result is relying on manual meter reads to complete a rating.

This Ruling does not apply retrospectively; i.e. ratings lodged prior to 10<sup>th</sup> April 2026 must comply with the requirements of *NABERS The Rules — Metering and Consumption version 2.6* unless granted a site-specific exemption.

## 2 Purpose

In May 2024, Greater Western Water experienced issues while updating to a new billing system. As a result, many commercial buildings in the Melbourne area have been receiving estimated bills or not receiving regular bills. These buildings are having to rely on manual water meter reads to complete their NABERS Water ratings.

Section 5.4.2 of *NABERS The Rules — Metering and Consumption version 2.6* requires manual meter reads to be entered into NABERS Perform as if they were taken on the first or last day of the billing period. This means consumption between the meter read date and the start or end of the billing period is included in full, which can have a negative effect on the rating result.

Given the unprecedented scale of these issues, NABERS is issuing this Ruling to allow affected buildings to treat manual meter reads like actual utility meter reads if they meet the eligibility requirements in Section 3.1.

## 3 Ruling

### 3.1 Eligibility

To use this Ruling, the rating must meet all of the following conditions:

- a) The rating period includes any dates between 1 January 2025 and 30 June 2026.
- b) The premises has, during the rating period—
  - 1) received estimated bills for one or more water utility meters; or
  - 2) received less than 4 bills for one or more water utility meters.
- c) The affected meter(s) are supplied by Greater Western Water.
- d) The rating is lodged on or after 10<sup>th</sup> April 2026.
- e) At least 12 continuous months of acceptable data is available for the affected meters that is displaced from the rating period by no more than 60 days. This can be through utility bill actual reads, manual meter reads, or a combination of both.
- f) One or more manual meter reads are available that meet the documentation requirements in *NABERS The Rules — Metering and Consumption version 2.6* Section 11.3.1.

### 3.2 Implementation

The Assessor may implement this Ruling as follows for each affected meter:

- a) Enter all actual meter reads (both from utility bills and manual meter reads) into the NABERS rating input form.
- b) Align the billing period as closely as possible to the rating period, as per *NABERS The Rules — Metering and Consumption version 2.6* Section 5.3.5.
- c) If the start read or end read is a manual meter read, select "Yes" for "Bill missing or estimated" and select "Adjacent meter reading" as the method. This will automatically apportion the consumption.
- d) In the section "Would you like to add an explanation for anything on this screen?", reference this Ruling.

Assessors do not need specific approval from the National Administrator to use this Ruling if the rating meets the eligibility requirements in Section 3.1, but they should retain a copy of this Ruling in case of audit.

**Example:** Building A has been receiving monthly estimated water bills from Greater Western Water since May 2024.

The Assessor took a manual meter read when completing their site visit on 25 February 2026, and they also have a manual meter read from last year's site visit on 10 January 2025. The cumulative reads were 32,983.1 kL and 34,978.3 kL respectively.

The rating period is 1 January 2025 to 31 December 2025. The Assessor aligns the billing period for the water meter as closely as possible to the rating period, while ensuring the billing period starts or ends on an actual meter read. They enter the billing data into the NABERS rating input form as follows:

**Start billing period** 10/01/2025      **End billing period** 09/01/2026

Start of bill period	End of bill period	Consumption on bill (kL)	Bill missing or estimated	Method used for missing or estimated bill
10/01/2025	25/02/2026	1,995.20	Yes	Adjacent meter reading

**Would you like to add an explanation for anything on this screen?**

I used the NABERS Ruling – Greater Western Water billing issues 2024-2026 v1.0, as the building has been receiving estimated water bills since May 2024.

# Contact us

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