



Australian Government  
Department of Industry,  
Science and Resources

**National Measurement Institute**

# **Appointment of Utility Meter Verifiers**

## **Application Guidance and Instructions**

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**Appointment of Utility Meter Verifiers - Application  
Guidance and Instructions**

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## 1. INTRODUCTION

The [national measurement system](#) is a coherent, formal system underpinned by legislation which ensures accurate measurements can be made on a consistent and traceable basis throughout Australia.

The relevant legislation includes:

1. *National Measurement Act 1960 (Cth) (the Act)*;
2. *National Measurement Regulations 1999 (Cth) (the Regulations)*;
3. *National Measurement Guidelines 2016 (Cth) (the Guidelines)*; and
4. *National Trade Measurement Regulations 2009 (Cth)*.

There are a number of levels to the measurement system to ensure there is appropriate infrastructure to support measurement in line with international standards including:

- Metrological definitions and primary level standards consistent with the internationally agreed measurement framework which are maintained by the National Measurement Institute (NMI).
- Secondary level standards to enable the national system of measurement which are also maintained by NMI.
- A regulatory framework which supports a third level of standards so that National Association of Testing Authority (NATA) laboratories and legal metrology authorities and utility meter verifiers (UMVs) can calibrate and verify standards for use in industry and commerce. This is necessary to ensure there is sufficient available infrastructure to maintain appropriate standards across the national system of measurement. This regulatory framework is overseen by NMI.
- NMI also supports regulation of measurements in industry, commerce and the community.

To support the needs of the national measurement system, NMI appoints eligible applicants with demonstrated competency to deliver verification of a nominated class of utility meter. Utility meters include water meters, electricity meters and gas meters.

This document sets out the guidance and instructions for the consideration of applications for appointment as a utility meter verifier by the Secretary under Section 18RA(1) of the *Act*. This includes considering how such appointments will help NMI meet any legislative objectives, policy goals or other matters that are considered relevant when assessing the competency of an applicant to verify a utility meter.

A reference in this document to 'Secretary' includes any person holding a relevant delegated position, unless stated otherwise.

A reference in this document to the 'competency of the applicant' includes the competency of employee/s under the direct control of the applicant.

## 2. PURPOSE

The purpose of this document is to provide guidance to assist applicants and to guide the Secretary in the consideration of applications made for appointment as a UMV under section 18R of the *Act*.

The Secretary may appoint a person who has applied under section 18RA of the *Act* to be a UMV.

The appointment must specify the class or classes of utility meters that the UMV is authorised to verify.

The Secretary must not specify a class of utility meter that the UMV may verify unless the Secretary, is satisfied that the verifier, or an employee of the verifier, is competent to test that class of utility meter.

## 3. POLICY PRINCIPLES

Appointment as a UMV is guided by the following policy principles:

- The primary purpose of appointment is to support national measurement infrastructure by ensuring industry has access to appropriately qualified and competent UMVs.
- UMVs will maintain an overall competency that includes equipment, quality management systems, methodologies and competencies that are consistent with the objectives of the national measurement system.
- The Secretary considers accreditation under ISO/IEC 17025 as the appropriate accreditation for the purposes of section 18RB(a) and (aa) of the *Act*.
- NATA accreditation is the standard and preferred means to demonstrate competency and capability in supporting an application to become appointed as a UMV.
- Further, section 18RCA specifies that maintains NATA accreditation is to be taken to be competent.

### Note

- Applicants must refer to the requirements of the Joint Committee for Guides in Metrology document JCGM 100: 2008 - *Evaluation of measurement data - Guide to the expression of uncertainty in measurement*.
- The Secretary may request additional information, an internal technical review or an onsite visit to determine the applicant's systems, equipment, laboratory environment, employee's competencies and any other relevant matters that are best assessed at the applicant's site.

## 4. FUNCTIONS

### 4.1 Functions of the Secretary

The Secretary has the following functions in respect to the appointment of U MVs:

- Approval of relevant policies and procedures, application forms and other documents associated with and necessary for the performance of the Secretary's functions under the *Act* and *Regulations*.
- Approval of appropriate fees associated with the making, processing and consideration of applications for appointment as a U MV, including fees for onsite assessment of the competency of an applicant where required.
- Acknowledgement of applications for appointment as a U MV for the purposes of verifying utility meters under section 18RB of the *Act*.
- Consideration as to whether the information provided demonstrates the applicant is competent or has direct control of employee/s who are competent, of verifying a class of utility meter.
- Consideration as to whether an appointment should be subject to any additional conditions.
- Advising an applicant in writing of a decision whether to appoint, or to refuse to appoint the applicant as a U MV, including any conditions imposed on the appointment, and the reasons for the decision.
- Providing an instrument of appointment to the applicant if the applicant is appointed.
- Reconsidering a decision (such as a decision to refuse to make an appointment, to vary or impose a condition on the appointment) if the applicant requests reconsideration.
- Performance of any other responsibilities provided for under the *Act* or *Regulations* in relation to U MVs.

## 4.2 Functions of the Licensing and Appointments Unit

General administrative support including:

- Responding to general inquiries from applicants or potential applicants.
- Accepting and recording receipt of applications.
- Coordinating information flows between the applicant and the Secretary e.g. issues with applications and supporting documents.
- Assisting the Secretary with the recording and compilation of relevant documents and information.
- Reviewing applications and advising the Secretary on relevant administrative or technical issues.
- Coordinating travel for onsite visits.
- Liaising with technical review specialists within NMI where required.
- Liaising with onsite assessment teams and the Secretary.
- Preparing and issuing of invoices.
- Maintaining and publishing details of all appointed UMGs on the NMI website where authorisation has been provided by the UMG to do so.

## 4.3 Functions of technical review specialists

Technical review specialists may consist of staff from the Policy and Regulatory Services (PARS) section of the Legal Metrology Branch as well as from the Physical Metrology Branch of NMI depending on the specialised expertise required. The work of a technical specialist is further described in section 5.1.2 of this document.

## 4.4 Functions of onsite assessment team

The onsite assessment team may consist of staff from the PARS section of the Legal Metrology Branch as well as from the Physical Metrology Branch of NMI depending on the specialised expertise required. The work of an onsite assessment team is further described in section 5.1.3 of this document.

# 5. PROCEDURES

## 5.1 Applications

An application for appointment as a UMG must be made in the form approved by the Secretary and available by contacting the Licensing and Appointments Unit at [nalma@measurement.gov.au](mailto:nalma@measurement.gov.au).

A completed application can be sent to the Secretary by email or hard copy (post).

The email address is [nalma@measurement.gov.au](mailto:nalma@measurement.gov.au)

The postal address is:

National Measurement Institute  
Licensing and Appointments Unit  
GPO Box 2013  
Canberra ACT 2601

To arrange for payment of the application fee, contact the Licensing and Appointments Unit at [nalma@measurement.gov.au](mailto:nalma@measurement.gov.au) or 1300 686 664 (Option 2).

NMI will acknowledge receipt of the application and payment of fees by email or post.

The Secretary will initially examine the application to determine whether the applicant holds NATA accreditation that the Secretary considers appropriate to verify utility meters, and confirm the information provided about the NATA accreditation for the purposes of 18RCA of the *Act*.

### **5.1.1 Assessment of additional documentation or information**

The Secretary will consider any additional information provided.

If, after receiving the additional documentation or information the Secretary forms the opinion that the applicant is competent or has direct control of employee/s who are competent, of verifying the class of utility meter requested, then the Secretary may appoint the applicant as a UMV.

If, after considering the additional documentation or information, the Secretary has not formed the opinion that the applicant is competent or has direct control of employee/s who are competent, of verifying the class of utility meter requested under the application, the Secretary may advise the applicant that an onsite assessment is required.

### **5.1.2 Technical review**

If required, a technical review of the application will be conducted by appropriately qualified NMI staff or by persons considered by the Secretary to hold the appropriate experience and qualifications. The technical review specialist will:

- Conduct a technical review of all information supplied in the application for appointment;
- Review application information including test equipment and methods, reference standards of measurement, legal traceability, uncertainty budgets and staff competency to assess suitability to perform the functions as described in the application;
- Report to the Secretary on the outcomes of the review.

### **5.1.3 Onsite assessment**

If required, an onsite assessment will be conducted by appropriately qualified NMI staff or by persons considered by the Secretary to hold the appropriate experience and qualifications. The onsite assessment will be conducted with the consent of the applicant. The onsite assessment in the form of a visit to the applicant's premises will ensure that the facilities are as described in the application.

The onsite assessment will also be an opportunity to meet and assess the employee/s who will be performing utility meter verifications.

An onsite assessment will not commence until the applicant has had a reasonable opportunity to address any outstanding issues with the application or supporting documents and information. The on-site assessment team will:

- Coordinate visits with the applicants.
- Prepare scope of assessment activities prior to visit.
- Conduct the visit.
- Report to the Secretary on the outcomes of the visit.
- Confirm with the Secretary that any outstanding issues with the application and documents have been resolved with the applicant.

### **5.1.4 Assessment of application and onsite assessment report**

After the assessment of the application, and if required, a report from a technical review or onsite assessment has been received, the Secretary will determine whether the applicant is competent, or has direct control of employee/s who are competent, of verifying the class of utility meter requested under the application, and whether the appointment will be subject to any conditions under section 18RB of the Act. The Secretary may, if required, request further information to assist in making a determination.

The Secretary will make a decision and advise the applicant of the decision, including reasons for the decision.

If the applicant is not satisfied with the decision, they may request (in writing) that the decision be reconsidered. The request for reconsideration should include reasons why the decision should be reconsidered.

The Secretary will reconsider the original decision and inform the applicant in writing of the outcome. Should the original decision stand, the Secretary will provide reasons and information regarding the applicant's rights of review.

Applicants may then apply to the Administrative Appeals Tribunal (AAT) to have the reconsidered decision reviewed. Details of the AAT processes, forms, fees and contact details may be found on its website at <http://www.aat.gov.au>. The AAT has an office in every State and Territory capital city for enquiries to be directed to.



## **6. CRITERIA FOR DETERMINING COMPETENCY**

To satisfy the requirements of section 18RCA of the *Act*, the Secretary needs to consider whether an applicant for appointment as a UMV holds the appropriate NATA accreditation.

## **7. PERIOD OF APPOINTMENT**

Appointments are generally made for a period of three years.

## **8. FEES**

NMI charges fees on a cost recovery basis.

The fee for making an application for appointment as a UMV can be found on the NMI website at <https://www.industry.gov.au/regulations-and-standards/australias-measurement-system/utility-meter-verifiers>.

Additional fees may also be payable if an on-site assessment is required. These will be determined according to relevant departmental policies on user charging and in consultation with the applicant before conducting and charging for an on-site assessment.