

PURPOSE

The purpose of this policy is to facilitate effective management of Council's water supply, storage and reticulation assets, through a consistent approach to water connections.

BACKGROUND AND RELATED LEGISLATION

Local Government Act, 1993

Best-Practice Management of Water Supply and Sewerage Guidelines August 2007

National Water Initiative

NSW Plumbing Code

Environment Planning and Assessment Act 1997

SCOPE

This Policy applies to all of Council's water supply customers.

POLICY

Water Connections

Water connections shall be physically located on the allotment of the customer. Council policy permits only one water service, and one fire service (if appropriate) to a single allotment. Additional connections will only be considered in exceptional circumstances.

Water connections to properties are to be either a water service or a fire service. The customer is to be made aware that combined water connections (i.e. for fire service and water service) are not permissible and he/she must specifically require a water service or a fire service.

In the absence of specific advice from the customer, new water connections will be deemed to be water services.

A water service is a water connection that is not a fire service. If a connection supplies fire-fighting appliances and non-fire appliances it is deemed a water service.

Fire services can only be used for firefighting. For Council to recognize a service as a fire service the property owner must submit an Annual Fire Certificate from a licensed plumber or other approved persons indicating the fire service is in fact, a fire service in strict compliance with the national Plumbing Code of Australia. The Annual Fire Certificate shall be prepared by a suitably qualified and experienced person, with the qualifications of the person issuing the certificate, to be verified from time to time by persons authorized by Council.

Annual Fire Certificate

The Annual Fire Certificate must be lodged with Council by the last business day in May, in order to obtain recognition from Council of the fire service for the new financial year commencing on 1 July. If the annual Fire Certificate is not lodged with Council

by the end of May, the service will be deemed to be a water service and charged Water Access and Non-Residential Sewer Service Charge according to Council's Revenue Policy for the entire year.

If, despite the annual Fire Certificate, registration of the fire service indicates that it is being used for other purposes other than genuine firefighting, system checking or fire drills, then Council may, after notifying the customer, deem the service to be a water service and charge the appropriate Water Service Access Charge and Non-Residential Sewerage Service charges.

Fire Services may be tagged in the field by Council to indicate they are fire services.

Connection to Council's Water Supply System

Connection to Council's Water Supply System will be approved and provided by Council, subject to the following conditions:

1. A Water Service Connection form is completed and signed, and the appropriate payment is made in accordance with Council's Fees and Charges. Council can provide fire services upon the submission and subsequent approval of a Water Service Application Form. These services are provided for the firefighting use only.
2. The property owner seeks the advice of a licensed plumber in relation to the connection size (min 20mm) and water pressure at the site, to ensure that the internal design of the plumbing (beyond the meter) is in accordance with AS3500.
3. All new 20mm and 25mm water services are provided complete with a back flow prevention device to prevent backflow into Council's water supply system. Water Service Connections larger than 25mm will require an approved backflow prevention device to be fitted. These devices must be fitted on the property owner's side of the meter prior to the water supply to the property being turned on. All meters (and 20mm and 25mm backflow devices) remain the property of Council.
4. Council endeavors to provide a service connection point (including water meter and backflow prevention assembly) at the location nominated by the licensed plumber; however, Council reserves the right to determine the location of the service connection point. The location of the connection point will be agreed prior to any internal plumbing occurring and Council will install the meter after the internal plumbing is completed. Individual meters located just inside the property boundary are required on all Strata or Community Title units.
5. Council will not turn the water supply on from the main until all the requirements of this policy are met. It is illegal for any person, other than Council, to turn the water on at the main.
6. It is the property owner's responsibility to ensure that:
 - a. A properly supported standpipe or other approved support is installed on the consumer's side of the proposed meter at the time of making the connection.
 - b. The Water Service connection and the water meter and backflow prevention assembly are adequately protected at all times.

- c. The Water Meter is readily accessible at all times, in particular meter reading and emergency repair purposes. Should this access not be provided, Council may either refuse to provide emergency repair services or undertake the relocation of the connection to a more accessible location, at the expense of the property owner.
7. The property owner (at their cost) shall engage a licensed plumber to repair or replace any pipe work that is not the responsibility of Council (Refer Figures 1 and 2 below).
 8. Council will recover from the property owner any costs that Council incurs as a result of the following:
 - a. The property owner damaging the water supply meter and associated pipe work and fittings owned by Council.
 - b. Council having to locate a water meter that is not readily accessible.
 - c. Council having to clear above ground obstructions located above a water meter on private property.
 9. Council will maintain and repair all pipe work and fittings up to and including the water supply meter and backflow prevention device. If neither a dual check valve or water supply meter are fitted, Council limits its responsibility to the isolation valve at the water main.
 10. For unmetered premises, the property occupier must not use the water for purposes other than domestic purposes unless prior approval is sought and obtained from Council. The term “domestic purposes” does not include irrigation or sprinkling of crops or pastures or use for manufacturing purposes.
 11. Should Council decide to provide a new connection point due to damage from tree roots or other causes emanating from the property, the property owner will be required to adjust their own pipe work at their own cost.

Figure 1: Ownership and Responsibility Diagram

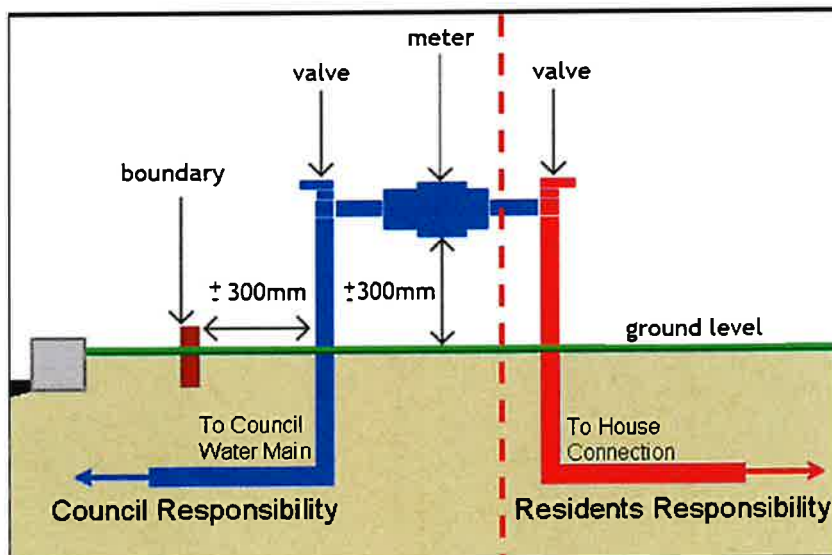
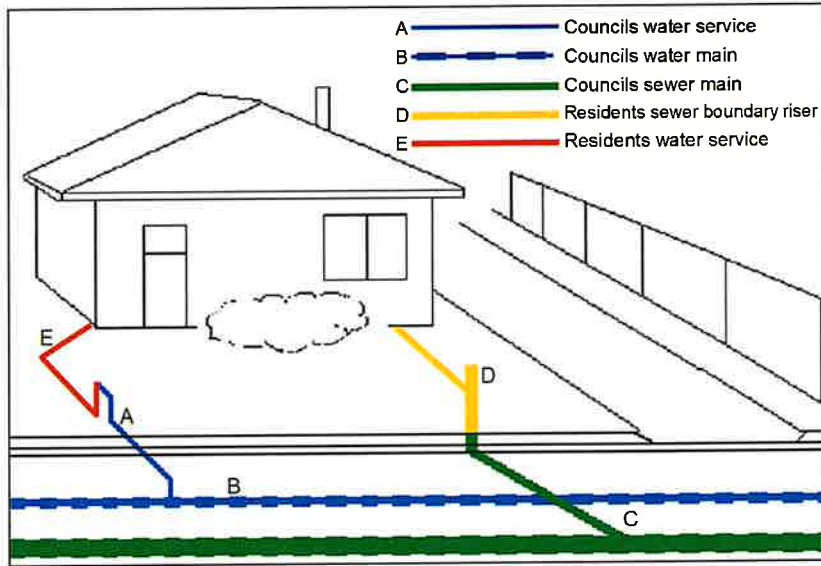


Figure 2: Typical residential servicing arrangement



Size of Water Connection

The size of water services and fire services (expressed in millimeters diameter) are to be determined entirely by the customer. The size selected by the customer must be a commercially available size. Council's authorized officers may, from time to time, declare that a certain size is not preferred, even if permitted by Australian Standards. In such cases, Council will install the next largest preferred size, in lieu of the non-preferred size sought by the customer.

Water Meters

All services, whether water service or fire service, will be metered. The size of the water meter will be the same as the water connection pipe. Council will entirely determine the type, make and model of water meter assembly to be installed. Council will charge customers for the initial installation of the service connection and water meter assembly. Council will also install and charge the customer for the installation of an appropriate backflow prevention device, if the customer elects to have this installed by Council.

Water meter assemblies shall be constructed above ground (unless exceptional circumstances exist). Multiple water meters servicing flats and strata units shall be grouped together.

Only Council can install new water service or fire service. The physical water or fire service services remains the property of Council up to the boundary of the premises, including the meter assembly.

Council will replace any part of the water or fire service assemblies, such as the water meter, when they wear out, at no additional charge to customers.

Fire Services

Owners of Fire Services must lodge annual fire certificates in accordance with the Water Connection Section of this Policy in order for the service to be recognized as a fire service. The owner of such a property serviced by a fire service shall arrange and carry out any inspections, testing, maintenance and certification of the fire service in accordance with an approved serviceability scheme. If the property owner fails to carry out any work required by the approved serviceability scheme, then Council may arrange this work at the owner's cost.

Reading of Water Meters

Water meters are read on a quarterly basis during the months of September, December, March and June each year. Council aims to ensure that each meter is read accurately on the first visit to each property in each meter reading cycle. Any discrepancies or abnormal conditions such as tampering, damaged, stopped, dirty dials or missing meters are recorded at this time.

Enforcement

Council may enforce compliance with this Policy by exercising any or all of the following:

- Imposing a fee or charge under the *Local Government Act, 1993*.
- Issuing an order under the *Local Government Act, 1993*.
- Carrying out the work and charging the customer.
- Disconnecting the property from Council's potable water supply, if the property owner does not comply with the provision of the Policy in respect to backflow prevention.
- Installing a water restrictor on the water connection (e.g. in the case on non-payment of water accounts. The restrictor will be removed upon payment of all accounts).
- Denying supply to a new or existing customer in cases where, in the opinion of Council's authorised Officer, there is a risk of contamination of the water supply, the risk of harming the health of a person or risk of damage to property.

Reconnection and Disconnection of a Water Service

If a water service is no longer required, Council will disconnect the water service at the main and the meter will be removed. An application form to disconnect a water service is available from Council's Customer Service Centre or can be downloaded from Council's website. Charges associated with disconnecting water services are outlined in Council's Fees and Charges.

Water Meters shall not be disconnected or removed from a property unless approval has been given by Council.

Once disconnected, Council may reconnect a property to the water supply. The cost of reconnection shall be borne by the property owner.

Property Developments

All water used on a property during site development or construction must be metered. Penalties apply for unmetered water use.

Water Theft and Meter Tampering

Water meter tampering and water theft is illegal. These activities also greatly increase the risk of contaminating the public water supply and pose serious health and safety hazards not just to those who modify the meter but also to the rest of the community.

It is illegal to connect to Council water services through an unauthorized connection or to divert or otherwise interfere with a water meter. Council will prosecute for water theft.

Power of Entry

Council staff and authorized delegates are legally entitled to enter all premises for the recording of consumption under Section 191 and 191A of the *Local Government Act, 1993* and Section 118A of the *Environmental Planning and Assessment Act, 1979*.


Where a customer refuses access, the meter reader will not pursue the matter verbally or otherwise but will report the refused access to Council's Manager Water and Sewer for further action.

DEFINITIONS

Fire Service - A Fire Service is a water service dedicated only to service fire hydrants, fire hose reels, fire service fitting, including water storages, installed and used solely for firefighting in and around a building or property, and testing. Under certain conditions part of a fire sprinkler system may be included. A fire service that can be used for other purposes is deemed to be a water service.

Water Meter - A water meter is an apparatus, or appliance, for measuring and recording the volume of water passing the meter location. The "dial" on a meter is called a register and so the volume of water recorded through a meter is also called the registration.

Water Service - A water service is that part of the cold potable water supply pipeline from the water main to and including the water meter and backflow prevention assembly.

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Hein Basson General Manager		14 01 22