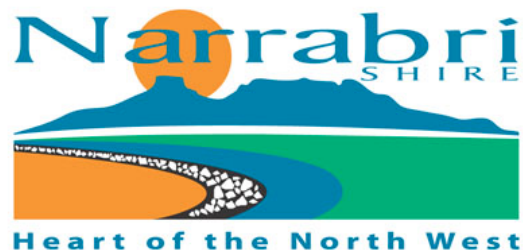


# WATER SERVICE CONNECTION POLICY



**Responsible Department:** Infrastructure Delivery  
**Responsible Section:** Water Services  
**Responsible Officer:** Manager Water Services

## Objective

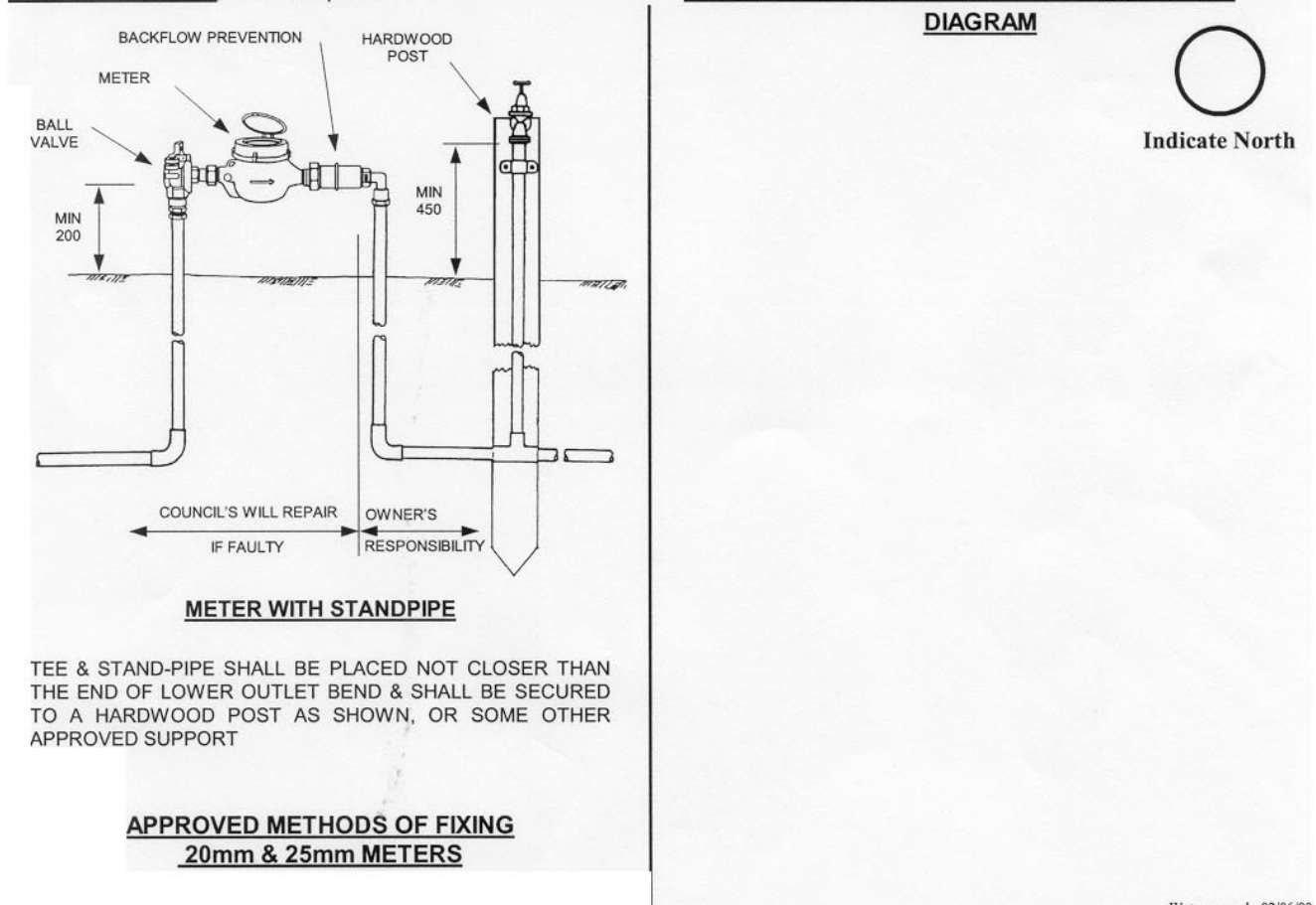
To ensure that all connections to Council's Water System conform to Council's requirements and that the property owner's responsibilities in relation to the connection are clearly defined. Council aims to have all rated properties connected to individual meters, however where the Director of Engineering Services determines that this is cost prohibitive an unmetered service will be provided.

## Introduction

Council's Water Supply System transports drinking water to registered water users. The integrity of the system allows council to manage its Public and Environmental Health responsibilities.

The sections of pipe work that are Council's responsibility are identified in the following diagram.

Draw locality and block diagram showing desired location of meter, and distance from side boundary (see paragraph 5 ), above, nearest cross street, and north point. It is also suggested that locations be pegged on site



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

**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 solely for fire fighting in and around a building or property. 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.

## Policy

Water connections to properties are to be either a water service or a fire service. Combined water connections, for fire service and water service, are not permissible. The size of fire services and water services, expressed in millimetres diameter, are to be determined entirely by the customer. Council will install water services and fire services following pre payment of the appropriate charge.

Fire services can only be used for fire fighting and for Council to recognise them as fire services the property owner must submit an Annual Fire Certificate from a registered plumber or other approved persons indicating the fire services is in fact a fire service in strict compliance with AS3600 or other NSW Plumbing Codes.

The Annual Fire Certificate must be lodged with Council during the months of June, July or August, in order to obtain recognition from Council of the fire service for the new financial year commencing on 01 July. If the

Annual Fire Certificate is not lodged with Council by the end of August, the service will be deemed to be a water service and will be charged accordingly. Bonafide Fire Service will not attract a usage charge.

All services, whether fire service or water service, will be metered. The size of the meter will be the same as the water connection pipeline. Fire Services may be tagged in the field by Council to indicate they are fire services.

If, despite the Annual Fire Certificate, registration on the fire service indicates that it is being used for other than genuine fire fighting, 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 Charge(s).

The water connection and water meter will remain the property of Council. Council will replace the water connection pipeline and the water meter from time to time with no additional charge to the customer.

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 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 fire fighting use only
2. The property owner will seek the advice of a licensed plumber in relation to the connection size (min 25mm) 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 will be provided complete with 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 & 25mm backflow devices) always remain the property of Council
4. Council will endeavour 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 will (at their cost) engage a licensed plumber to repair or replace any pipe work that is not the responsibility of Council as outlined in the diagram above.
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.

## References

- NSW Plumbing Codes.
- Environment Planning and Assessment Act.

## History

MINUTE NUMBER	MEETING DATE	DESCRIPTION OF CHANGE
637/2000	19 December 2000	Adopted
26/2012	21 February 2012	Reviewed
607/2013	3 September 2013	Reviewed
164/2017	15 August 2017	Reviewed