

# Water Supply Services

## Policy | Water and Sewer

To outline Council's commitment to supplying consistently high quality, safe drinking water to its customers

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# 1 Background

## 1.1 Title of the Policy and Commencement Date

The Water Supply Services Policy takes effect from the date of adoption by the elected Council. Refer to [Policy Register](#) information provided on the cover page.

## 1.2 Purpose of the Policy

The purpose of this policy is to outline Council's commitment to a consistent and high quality water supply service, delivering safe potable water to our consumers while protecting Council's infrastructure. The policy forms the basis for the operation of Council's water supply services including treatment, storage, distribution and continuous improvement.

The policy provides general information and does not take precedence over design and construction specifications, Australian Standards, development conditions, or any other superior legislation or regulations.

This policy is not intended to provide detail on specific procedures. These procedures will be developed progressively to meet the requirements of the codes of practice and guidelines listed below.

- Plumbing Code of Australia (2016)
- Australian Drinking Water Guidelines (2011)
- NSW Code of Practice for Fluoridation of Public Water Supplies (2011)
- Guidelines for Drinking Water Management Systems (2012)
- NSW Guidelines for Best Practice Management of Water Supply and Sewerage 2014
- Related Documents (Clause 7.1) of this policy.

# 2 Objective

## 2.1 Objectives and Coverage of the Policy

Singleton Council is committed to managing its water treatment and supply assets to provide safe, high quality drinking water, which consistently meets the NSW Department of Health, the Australian Drinking Water Guidelines (2011), other regulatory requirements and consumer expectation.

The main objectives of this policy are to outline:

- Council's relevant regulatory powers and limits of responsibilities;
- Council's approach to dealing with aspects of its water supply business;



- General advice for residents on the water supply services provided by Council; and
- Sources of further information applicable to Council's water supply business.

The Water Supply Services Policy is made under the *Local Government Act 1993* and *Water Management Act 2000*.

## 3 Application

### 3.1 Application of this Policy

This policy applies to Council activities as well as the activities of Council's customers and ratepayers with relation to the water supply within the Singleton Council's Water Supply areas. The Water Supply Services Policy is supported by Council's protocols, procedures and guidelines.

## 4 Definitions

For the purposes of this policy:

Term	Meaning
ADWG	Australian Drinking Water Guideline – A framework for the management of drinking water quality, 12 element in total.
Backflow Prevention Device	A device used to protect water supplies from contamination or pollution.
Catchments	Area of land that collects rainfall and contributes to surface water, streams, rivers, dams, lakes, wetlands and groundwater reserves.
Consumption Pattern	The use of water by a household over time.
Distribution System	A network of pipes leading from a treatment plant to customers' plumbing systems.
Drinking water	Water intended primarily for human consumption (but excluding bottled water, for the purposes of this policy).
Drinking Water Management System (DWMS)	The systematic and documented evaluation of activities, documents, procedures and other supporting information that outlines Council's system for the safe supply of drinking water.



Easement	An area of land, or part of a lot reserved by law for a specific purpose such as the containment of water assets.
Multiple barrier	The use of more than one preventative measure as a barrier against hazard.
Non-Potable Water	Water that is unsafe for human consumption, it does not have the safety qualities of drinking water, but can still be used for other purposes, depending on its quality.
Non-Rateable Water Customer	Land exempt from all rates, other than water supply special rates as outlined in Section 556 of the <i>Local Government Act 1993</i> .
Potable Water	Water intended primarily for human consumption (but excluding bottled water, for the purposes of this policy).
Quality System	Organisation structure, procedures, processes and resources needed to implement quality management (AS/NZS ISO 8402:1994)
Risk	The effect of uncertainty on objectives (Note: an effect is a deviation from the expected and can be positive and/or negative)
Risk Management	The coordinated activities to direct and control an organisation with regard to risk.
Stakeholders	Any person, company or relevant authority that can affect or be affected by Singleton Council's actions, objectives and policies.

## 5 Principles/Body

### 5.1 Water Supply

#### 5.1.1 Supply of Drinking Water (Potable)

Singleton Council manages and supplies customers with drinking water in the Singleton Local Government Area. Singleton Council drinking water supply meets and/or exceeds the Australian Drinking Water Guidelines 2011 and further details on the supply can be obtained in Council's Drinking Water Management System 2015.



Singleton Council does not supply water service to Branxton; Hunter Water Corporation supplies potable water to Branxton.

The levels of service customers can expect from Council are detailed in its Customer Service Plan Guidelines.

#### 5.1.1.2 Water Supply

Singleton Council provides water supply services being: non-potable, town water and rural supply, with the exception of Jerrys Plains Supply.

##### Non-potable Water Supply

Properties connected to the non-potable water supply receive untreated water sourced from Glennies Creek Dam. Refer to 5.1.1.2 Supply of Non-potable Water (Irrigation and Stock Supply)

##### Town Water Supply

Properties connected to the town water supply receive potable water at a guaranteed a level of service and meets the NSW Brigade requirements for firefighting in accordance with AS2419.

##### Rural Water Supply

Properties connected to the rural water supply receive the same level of quality as the town supply, but the rural water supply does not meet firefighting requirements and water pressure may vary and continuity of supply cannot always be guaranteed. Refer to 5.1.1.3 Rural Water Supply.

##### Jerrys Plains Supply

Jerrys Plains supply customers receive a treated potable water supply under the same quality and pressure standards as the town supply customers, but do not have fire hydrants installed in the water reticulation network. Property owners are encouraged to install and maintain approved private booster pump arrangements and onsite water storage for firefighting purposes.

#### 5.1.1.3 Non Potable Water Supply (Irrigation and Stock Supply)

Council provides for connection to the Glennies Creek Trunk Water Main, for property owners between Glennies Creek Dam and Council's Obanvale Water Treatment Plant, including Judan Road. This supply is an **untreated, non-potable** water solely for the purpose of an **irrigation and stock supply**.

It is not subject to minimum available pressure standards and is a non-continuous supply. This water is unsuitable for drinking, washing or cooking, as harmful algae may be present from time to time. Council makes no guarantees on any non-potable water supplies.



#### 5.1.1.4 Rural Water Supply

Rural water supply customers receive a treated potable water supply under the same quality standards as the town supply customer, but are outside the NSW Fire Brigade area and/or do not have fire hydrants installed in the reticulation network.

Water Pressure may vary and continuity of supply cannot always be guaranteed, property owners are encouraged to install and maintain approved private booster pump arrangements and on site water storage to ensure a consistent water supply and provide water for firefighting purposes.

Other conditions of supply will generally be in accordance with those for council's declared Town Water Supply Areas.

The rural water supply area is the areas on the fringe of designated supply areas, located within 225 metres of a water main and able to feasibly connect to a water main.

#### 5.1.1.5 Water Supply Schemes

Council currently operates two treated water supply schemes, being:

##### Singleton Water Supply Scheme

Supplies reticulating treated water from Obanvale Water Treatment Plant to Singleton Town, Singleton Heights, Hunterview, The Retreat, Maison Dieu, Mount Thorley, Broke and the Singleton Military Area and through Whittingham to the Abattoir.

##### Jerrys Plains Water Supply Scheme

Jerrys Plains Water Supply is treated by AGL Macquarie, on behalf of Council and reticulated by Council, servicing the village of Jerrys Plains.

#### 5.1.2 Drinking Water Pressure

Singleton Council will supply drinking (potable) water at a pressure between 12 and 90 metres head, approximately 120kPa to 800kPa of water in the distribution system, conveying a minimum of 6 litres per minute per residential connections, under normal conditions.

#### 5.1.3 Drinking Water Quality

Singleton Council is committed to managing its water services effectively to provide high quality drinking water that protects public health, consistently meets the Australian Drinking Water Guidelines, and consumer and other regulatory requirements.

To achieve this commitment, and in partnership with the relevant health authorities and other stakeholders, Singleton Council will:

- **Manage water quality from catchment to tap:** Council's regulated Water Access Licenses (WAL) with WaterNSW ensures water quality at all points along the delivery chain from the source to the customers' service.





- **Adopt a risk based approach:** in which potential threats to water quality are identified, minimised and managed in accordance with the requirements of the Australian Drinking Water Guidelines (ADWG).
- **Integrate the needs and expectations of stakeholders:** consumers, customers, stakeholders, regulators and employees into our water supply planning and decision making process.
- **Establish effective monitoring programs:** systematically monitor the quality of drinking water and ensure effective reporting mechanisms to provide relevant and timely information that promotes confidence in the water supply and its management to consumers.
- Develop contingency and incident response plans: that will be regularly reviewed and updated.
- **Participate in and support research and development activities:** ensuring continuous improvement and maintain awareness of current research and development activities to ensure Singleton Council is up to date with current industry standards.
- **Contribute to setting industry regulations and guidelines:** be an active participant in the development of industry regulations and guidelines relevant to health and the broader water cycle.
- **Adopt best practice water quality management:** align our water quality systems and processes with the ADWG framework's for proactive and multi-barrier approaches to best practice water quality management.
- **Continually improve our management practices:** by assessing performance against industry standards, corporate commitments and stakeholder expectations.
- **Continually improve the capability of our staff:** by encouraging and supporting participation in training and professional development and ensure all employees are aware of and actively seek to achieve the aims of this policy.
- **Maintain a long term and sustainable water supply:** which recognises global and regional priorities in the management of water.

Singleton Council will implement and maintain a Drinking Water Quality Management System consistent with the Australian Drinking Water Guidelines Framework for Management of Drinking Water Quality to effectively manage risks to the drinking water quality.

All managers and employees involved in the supply of drinking water are responsible for understanding, implementing, maintaining and continuously improving the drinking water quality management system.

Water supplied to Jerrys Plains is treated by AGL Macquarie and distributed by Singleton Council. Treatment of water supplied by the Jerrys Plains Water Supply Scheme is managed under AGL Macquarie's Drinking Water Quality Management System. Water quality in the distribution system is managed under Singleton Council's Drinking Water Quality Management System.

#### 5.1.4 Special Supply Customers

##### Singleton Army Camp



Council currently supplies bulk treated water to the Army Camp under similar terms to the rest of the town.

### **Mount Thorley Joint Venture Scheme**

Council manages the supply of both treated and untreated water to several mines under the terms and levels of service nominated in the joint venture agreement. Provision of treated water to all other Mount Thorley customers is to the same standard and levels of service as those in the Singleton supply area.

### **5.1.5 Fluoridation of Drinking Water Supply**

Where the raw water supply source has insufficient naturally occurring levels of fluoride concentration, Singleton Council will fluoridate its water supply. Fluoridation of Council's water supply was adopted at the special council meeting 24/08/1972 (minute number 355/72).

Council adheres to the *Fluoridation of Public Water Supplies Act 1957*, NSW Code of Practice for Fluoridation of Public Water Supplies – March 2011 and the conditions outlined in the formal instrument of approval from NSW Health.

### **5.1.6 Water Standpipes**

Council has two permanent standpipes. These are located at the Council Works Depot - 39 Maison Dieu Road Gowrie and Council Water and Sewer Depot – Waterworks Lane. These are the only units currently approved for the extraction of water from the treated water supply system.

Council's Water Carters Policy outlines the responsibilities of those who access Council's water standpipes.

### **5.1.7 Fire Hydrant and Other Fittings**

Council installs and maintains hydrants in its town water reticulation network at convenient distances and places for the ready supply of water to extinguish fires and for operational purposes. Fire hydrants are installed in and close to the Central Business District, most areas zoned urban residential, Mount Thorley, Broke and the Retreat. Fire Hydrants are not installed in Jerrys Plains.

The town water reticulation network is designed to provide fire hydrants with minimum flow rates as determined by the Clause 142 of the *Local Government (General) Regulations, 2005* and in accordance with the Australian Standard AS 2419.

Council endeavours to meet the minimum flow rate requirements; however, infrastructure constraints and aging water supply infrastructure are factors for consideration. Council maintains a program of works for the upgrade and replacement of aging assets to ensure the water reticulation network meet these requirements and include provisions for growth.

The only persons approved to access or operate fire hydrants are members of the NSW and Rural Fire Brigades and Singleton Council's water supply staff. An annual test report is required for each private in-ground hydrant installation.



## 5.1.8 Water Loss Management

Council is committed to minimising water loss in the water supply system. Water loss is the amount of water that Council supplies into the system that is not accounted for in the sum of individual customer meter readings. Water losses could include:

- leaks in the water system
- unmetered water use, for example for firefighting or mains flushing
- unauthorised water use, for example theft and illegal connections, or
- errors in the water system meters.

### 5.1.8.1 Leak Reduction Program

Council regularly checks reservoir zones in the water supply system to determine if major leaks are occurring. Council uses its computerised Supervisory Control and Data Acquisition (SCADA) system to monitor flows and reservoir levels in the water supply system. This information is used to target site investigations and leakage surveys where required.

Council encourages residents to report any leaks in its water system.

### 5.1.8.2 Pressure Reduction Program

Council reduces excessive pressure in the system by appropriate reservoir zonings and by installing pressure reducing valves at strategic locations if required. This reduces the quantity of water lost through leaks and also extends the life of water mains.

### 5.1.8.3 Water Main Renewals

Council maintains an annual water main renewals program for replacement of water mains that are in an aged or poor condition.

### 5.1.8.4 Meter Replacement Program

Council has a meter replacement program to replace meters that are ageing or no longer reading accurately. Replacement of meters under this program occurs after analysis of Council's entire fleet of meters and is not based on customer requests.

Council will replace the meter at no cost to the property owner under this program and will endeavour to notify residents at the time of replacement and advise that a new meter has been installed.

### 5.1.8.5 Water Theft

Water theft is any attempt to obtain water with the intent to avoid paying for water used. This includes the wilfully damaging or removal, or fraudulently altering the index or preventing a meter from registering the quantity of water supplied. Tampering with a water meter or connecting hoses directly to a fire hydrant without a meter or backflow device is an offence under Chapter 16, Part 3 of the *Local Government Act 1993* and



poses serious health and safety hazards not just to offenders but to the rest of the community.

Any connection to Councils water supply systems, not authorised by or made by Council is considered an illegal connection, including;

- A device connected directly to a fire hydrant for the purpose of drawing water;
- A meter by-pass device (additional plumbing to bypass the water meter);
- Any direct connection to the water main;
- Tampering with or modifying a meter (backflow device removed) or metering device altered in any way or evidence the meter has been removed or disassembled; or
- A meter deliberately damaged or not reported to Council as damaged.

Council will investigate all reported or suspected instances of water theft or the manipulation of water meters, and will pursue the prosecution of identified parties.

## 5.2 Concessions and Rebates

### 5.2.1 Concealed Water Leak

Council on 15 February 2016, minute 12/16, adopted the original Averaging Water Accounts Policy POL/6014.1.

Council provides potable water to the boundary of a property; customers receiving a metered water supply from Council are responsible for managing the water supply on their property. This means all water that has passed through a meter service connection becomes the responsibility of the property owner including the maintenance and repairs of all water services on the property.

A concealed water leak is water leaking from plumbing on private property that is hidden from view, generally underground and is not able to be located by visual inspection. There are often no signs whatsoever of water leaking. Water that can be seen coming from the ground or under a driveway is not a concealed leak. The fact that a plumber may have difficulty establishing the exact site of the leak does not mean the leak is concealed. Water leaks in paddocks, yards and gardens are generally detectable by finding lush grass or boggy ground and hence not concealed. The fact that a particular customer has not discovered the leak because they have not detected it does not indicate that it is a concealed leak.

Council has no obligation to provide financial assistance to customers affected by concealed water leaks on their property. However, as an act of good faith and in the interest of good public relations, Council will make available assistance to customers by providing some relief for significantly higher water usage charges in a particular billing period, subject to the requirements of this section of the policy being met.

Council does not intend to provide full compensation to customers for water usage charges because of a concealed water leak on their property and will not write off any interest charged on overdue water usage accounts.



### 5.2.1.1 Limits of Assistance

The limit to which Council will provide assistance will be:

- A maximum concessional allowance of up to 200 kilolitres.
- A maximum of one concessional allowance per water assessment for the current owner(s).
- The allowance being calculated using data from the same period in the previous year or will be averaged on past water consumption.
- Properties served by a common meter, i.e. strata block, will attract the once off concessional allowance of up to 200 kilolitres.
- If the concealed leak has caused the usage to exceed the 450 kilolitre step up, all future accounts in that financial year will be charged at the higher kilolitre rate.

### 5.2.1.2 Eligibility for Assistance

For a concealed water leak claim to be eligible for assistance, a claim must;

- Involve a significant leakage on the property. A leakage is determined to be significant if the water usage on the water usage account issued immediately prior to the repairs being completed is more than \$400 and/or 2 times greater than the same period in the previous five (5) years daily average consumption.
- Involve a leakage in pipelines, which are undetected. Undetected leakage is defined as occurring within pipeline breaks or connections in the ground, under slabs or within walls etc and is clearly not visible to the owner.
- Be completed within 21 days of the water usage account being issued and include;
  - the completion of the Water Consumption Adjustment Application, including a statutory declaration indicating that the abnormally high water usage was applicable to an undetected water leak and acknowledgement that subsequent claims under this policy will not be accepted.
  - supporting documentation that the water leak was repaired immediately; in the form of a paid statement or invoice from a licensed plumber indicating the cause and location of the water leak and that it has been repaired. In the case where a plumber was not employed, a statutory declaration by the owner with the equivalent details and receipts for any materials used.
- Where water usage charges are less than \$400 and/or 2 times greater than the same period in the previous five (5) years daily average consumption and financial hardship is being experienced; customers could seek relief under Council's Hardship Policy.

### 5.2.1.3 Exclusion for Assistance

Claims will not be considered for assistance which:

- Is the result of a second occurrence at the same property and by the same owner(s) regardless of whether it is a related event or separate concealed leak.



- Involve loss of water from faulty fixtures or fittings such as appliances (e.g dishwashers), pumps, hot water systems, pressure release or float valves, solar panels, taps, cisterns and other water fittings.
- Involves loss of water from sprinklers or irrigation systems, swimming pools, spas, ponds, water troughs, other outdoor water features or their related fittings or pipework supplying them, inappropriate connection of water tanks plumbed to the potable water supply, including loss by overflow and/or hoses, hose pipes, external taps and fittings
- Involves a leak caused directly by way of accidental or wilful damage or human error.
- Involves a leak due to neglect or obvious defect in the private water service.
- Do not contain the documentation or meet the terms of a eligible or complying claim.

All concealed water leak claims for assistance and payment, will be assessed by the Senior Revenue Officer and determined by the Manager – Water and Sewer, in accordance with approved delegation limits. The Financial Controller will be responsible for the implementation and management of concealed water leak claims within this policy.

## 5.2.2 Averaging Water Usage Accounts

Council on 15 February 2016, minute 05/16, adopted the original Averaging Water Accounts Policy POL/6015.1.

Water meters are important Council assets as they record the volume of water used by customers, allowing Council to account for all potable water that has been used, accurately charge customers for their usage, as well as assisting in the detection of water leaks within properties.

Meters are read by Council employees, or a contractor acting on Council's behalf every four months with water usage accounts being issued shortly after the meter reading is taken. The reading taken from the meter is the basis for determining the water usage or consumption charges at the property.

Circumstances arise outside of Council's control where water meters are damaged, stopped or unable to be read. The averaging of accounts is required for water usage that would have been consumed. Instances of averaged water usage accounts are detailed below.

### 5.2.2.1 Inaccessible Meters

If a meter cannot be accessed because of locked gates, pets posing a risk or an obstruction exists restricting access to the meter and access to the water meter cannot be obtained by contacting the property owner, Council will estimate the consumption of the property. This estimate will be based on the same period of the previous year, or if impractical (e.g was not residing in property at that time) will be based on the consumption pattern.

If a meter remains inaccessible Council will make arrangements so actual meter readings can be obtained.



### 5.2.2.2 Defective Water Meters

Circumstances arise where customers query the amount of their water usage charges and are concerned the meter is not recording correctly. If it is considered that Council's water meter is not accurately recording water passing through it, the customer must self-check the water meter first and if the customer feels that the meter is defective, can make application and pay the required fees, as defined in Council's adopted fees and charges for meter testing to be undertaken.

A second water meter is run in line with the original meter and both meters are read over a three week period to determine if the accuracy of the meter is within the acceptable tolerance. If this test shows that the meter is inaccurate, and is outside the four percent (4%) tolerance of the actual quantity of water passing through it the meter is deemed to be defective.

If a meter is deemed defective, Council will:

- Repair or replace the meter,
- Refund any charges paid for the test, and
- Estimate the latest account based the same period the previous year, or if impractical (e.g was not residing in property at that time) will be based on the consumption.

If the meter is found to be recording inside the four percent (4%) tolerance, the water usage account will not be averaged and the meter-testing fee will not be refunded.

Further information on self-checking water usage and water meter tolerance can be found in Council's Water and Sewer Customer Service Plan available on Council's website.

### 5.2.2.3 Stolen, Stopped or Damaged Meters

If a meter reading cannot be obtained as the meter has stopped registering, is damaged or has been stolen, the estimate will be based on the consumption for the same period in the previous year or readings obtained within the first two weeks of the new meter installation or meter repair.

If a meter has stopped registering (the number are not moving, but water is passing through the metre), the customer is required to contact Council to advise of the stopped meter. Council will arrange for the repair or installation of a new meter, at no cost to the owner.

If a meter has been stolen from the property, the customer is required to report the theft to the Police, engage a licensed plumber to place a spacer where the meter was installed and contact Council to advise of the stolen meter. Council will arrange for a new meter to be installed, at no cost to the owner.

A damaged meter refers to a meter that has been damaged maliciously, unintentionally or by natural elements. If a meter has been damaged, the customer is required to contact Council to advise of the damage to the meter. Council will arrange for the repair or installation of a new meter. If the meter is found to be maliciously damaged;



fees and charges will apply to the installation or repair of the meter, as defined in Council's adopted fees and charges.

#### 5.2.2.4 Tampering and Water Theft

It is an offence under Chapter 16, Part 3 of the *Local Government Act 1993* to tamper with a water meter or to divert water in a manner that water usage is not recorded on the meter.

Where Council's water meter has been illegally removed from the water service, tampered with, vandalised or stopped by a person other than a Council Officer; an average is to be processed. This average is based on the consumption for the same period in the previous year, or if impractical (e.g. was not residing in property at that time) will be based on the consumption pattern. Council will investigate the incident and pursue prosecution of the offending person.

Council takes water theft and the manipulation of water meters seriously and penalties apply in accordance with the relevant legislation and Council resolution. Refer to Section 5.1.9.5 Water Theft

All averaged water usage accounts and any associated investigation will be determined by the Senior Revenue Officer, in line with this policy and delegation limits. The Financial Controller will be responsible for the implementation and management of averaging water usage accounts within this policy.

#### 5.2.3 Community Service Organisations

Council on 1 September 2010, minute 246/08, adopted the original Community Service Obligations Water Service Charges Policy.

Council wishes to assist and encourage the provision of non-rateable water customer based services in its Local Government Area. This section sets out the criteria for non-rateable water customer to qualify as Community Service Organisation and the degrees of subsidies for these charges.

##### 5.2.3.1 Classification as a Community Service Organisation

Applications for Classification as a Community Service Organisation (CSO) must be made in writing to Council. Applications must include sufficient documentation to support the claim and be signed by the governing body, CEO or owner of the property. Council will reserve the right to seek further details, where required to allow for classification.

Applications will be assessed by the Manager – Water and Sewer in consultation with other Council staff with community welfare responsibilities, where required.

Eligible applicants will be classified into an appropriate CSO Level (Refer to 5.2.3.2) based on the nature of the property and service, the degree of funding and the type of community organisation.

The General Manager has authority under this policy to approve CSO classifications 1, 2 and 3. Council remains the determining body for approval of CSO classification 4.





### 5.2.3.2 Classification as Community Service Organisation

The following criteria must be satisfied by applicants for recognition as a Community Service Organisation.

#### Level 1

1. Provides service to the local Singleton community;
2. Provides community benefit;
3. A non-profit service;
4. Is operated and run solely by volunteers;
5. Requires subsidy for operation; or exists only through local sponsorship and community funding; or not heavily funded by other spheres of Government; and
6. Facility is open for general public access at all times.

Examples of Organisations in this Level include, but are not limited to: Registered charities, Churches and Church halls.

#### Level 2

1. Provides service to the local Singleton community;
2. Provides community benefit;
3. Some paid employees; or some monies generated through fund raising; or have minimal income generating capacity;
4. Owned by Community or Government; and
5. Facility is open for general public access (outside of organised events).

Examples of Organisations in this Level include, but are not limited to Hospitals, Emergency Services Stations, Ambulance, Fire, Police, and Council Parks and Public Reserves.

#### Level 3

1. Provides service to the local Singleton community;
2. Provides Community benefit;
3. A commercial or business type enterprise;
4. Paid employees; or some monies generated through fundraising;
5. Owned by Community or Government; and
6. Facility is open for limited general public access (outside of organised events).

Examples of Organisations in this Level include, but are not limited to: Nursing homes, Schools and Childcare centres.

#### Level 4

Other community service organisation not able to be categorised into CSO Level 1, 2 or 3 may be considered under CSO Level 4.



The examples given in each Level above are for broad classification purposes only. Applicants must satisfy the criteria in order to be classified into a particular Level.

### **Combined Facilities within a Land Use**

Some organisations have combined facilities within a Land Use, for example, Church/School. The criteria for classification in these cases would need to be based on the primary purpose of the property. The General Manager has delegated authority to make the determination of Level based on the above criteria, in cases where dual land uses exist.

#### **5.2.3.3 Degree of Subsidies**

Community Service Organisations are categorised into four levels based on the nature and level of service provided to the community. The recognition of a CSO in respect of water services results in the following subsidy from Council Charges where applicable.

- Level 1 be entitled to a reduction of 75% for water base charge.
- Level 2 be entitled to a reduction of 50% for water base charge.
- Level 3 be entitled to a reduction of 25% for water base charge.
- Level 4 be entitled to a percentage reduction as determined by Council.

#### **5.2.3.4 Breaches and Sanctions**

Organisations found to have made inadequate or misleading statements in order to obtain a CSO classification under this policy will have this classification revoked immediately. Recovery of any unpaid charges will be obtained using relevant provisions of the *Local Government Act 1993*.

### **5.2.4 Home Dialysis Life Support Customers**

Dialysis machines use large volumes of water and rely on an uninterrupted supply. As a result, customers may incur water accounts higher than normal because of the additional water usage.

Council recognises that water is a vital aspect of kidney dialysis and will limit water usage charges to a maximum of 345 litres per day where it is confirmed that a resident of the property is using a dialysis machine.

Council on 28 October 1996, minute 246/08, adopted the original Water Billing Rebate Dialysis Life Support System Policy and reconfirmed the same policy on 29 November 2004.

#### **5.2.4.1 Eligibility**

To be eligible for Council's home dialysis allowance, the customer must use a kidney dialysis machine or life support system at home that relies on large volumes of water.



Water customers will be eligible for the water rebate when registered with Council as operating a kidney dialysis machine at their residence. The dialysis machine must be located and used at the residence to which the water rebate applies and fall within the water supply area.

Written evidence must be provided at the time of application for the rebate.

#### 5.2.4.2 Applications, Conditions and Approval

Applications are to be made in writing and include written evidence from a registered medical practitioner or hospital that they are required to undertake home dialysis treatment (specific details of the treatment, including length of such treatment if known), which requires substantial water use.

The written application and confirmation from a medical practitioner must contain the name of the resident using the dialysis, the property address and the date of commencement of dialysis.

The Manager – Water and Sewer will assess application, in accordance with this policy,

The rebate shall be pro rata, if a new application is received during the financial year.

The resident will be advised in advance of any change in water supply due to shutdowns and maintenance activities.

#### 5.2.4.3 Ceasing Home Dialysis

If home dialysis treatment ceases, the property owner must notify Council, in writing that this has occurred. The rebate will be calculated on a pro-rata basis. Failure to notify Council will result in the rebate being cancelled from the date of the billing reading for which the current or latest account had been issued.

### 5.2.5 Rebates

#### 5.2.5.1 Rainwater Tank Installation

Council will issue one rebate per property, for rainwater tanks installed regardless of the number installed, to eligible applicants. The rebate amount is published in Council's annual Operational Plan.

To be eligible for the rebate the applicant must have installed a rainwater tank that:

- Has been purchased on or after 1 March 2005, evidence of purchase and installation is required;
- Has a minimum capacity of 2,000 litres;
- Is not installed as a requirement for new development or BASIX requirements;
- Is not installed as a requirement on a condition of development / construction or subdivision consent;
- Is in accordance with the current NSW Code of Practice Plumbing and Drainage;



- Is on land that has an approved connection to a potable water supply owned by Council;
- Is a new tank and is covered by a minimum of 12 months warranty;
- Has all associated plumbing work completed by a licensed plumber;
- Is used for collection and storage of rainwater for use on the site;
- Is to operate for a period of five years after installation, and
- Council has inspected internal plumbing connection to toilet and/or washing machine under s68 of the *Local Government Act 1993, NSW*.

#### 5.2.5.2 Dual Flush Toilet Installation

Council will issue one only rebate per property for dual flush toilets installed, regardless of the number of toilets installed, to eligible applicants. The rebate amount is published in Council's annual Operational Plan.

To be eligible for the rebate the applicant must:

- Be connected to the potable water supply owned by Council;
- Purchase a 6/3 litre or 9/4½ litre dual flush toilet or cistern to replace an existing single flush toilet or cistern, on or after 1 July 2007 and be installed in a dwelling constructed and occupied before 1 July 2004 (pre BASIX dwellings);
- Provide evidence of purchase and installation of dual flush unit; and
- Agree to refund the rebate if you return or exchange the dual flush unit within twelve (12) months. Council may audit the premises to verify that the new unit has been installed satisfactorily.

### 5.3 Factors Affecting Water Supply and Infrastructure

#### 5.3.1 Interruptions

##### 5.3.1.1 Unplanned Interruptions

Council makes every effort to deliver a reliable water supply service, however in the event of an unplanned interruption, Council will:

- Restore the service as quickly as possible; no interruption is to last longer than 12 hours, except in exceptional circumstance, and 75% of interruptions to last less than 6 hours;
- Provide as much information as practicable with the available resources, based on the best information available at the time; and
- Flush the water supply system to reduce the impacts of possible dirty water caused by such events.

Unplanned interruptions include water main breaks and supply interruptions.



### 5.3.1.2 Planned Interruptions

Council may need to arrange planned interruptions to water supply services to allow for planned and regular maintenance of the water supply system. To reduce the impact of planned interruptions, Council will:

- Provide a minimum of 24 hours written notice to all domestic customers affected;
- Provide a minimum of 2 days written notice to larger or special customers likely to be heavily inconvenienced by an interruption, such as commercial and industrial customers, schools, hospitals and nursing homes, preferably if time permits, 7 days written notice;
- Provide a minimum of 7 days personal notice to home dialysis patients; and
- Restore services as quickly as possible; no planned interruption is to last longer than 6 hours wherever possible.

### 5.3.1.3 Repairs and Maintenance

If Council undertakes any work on or adjacent to private property, Council will leave the affected area and immediate surrounds as near as possible to the state which existed prior to the work being undertaken, unless Council has entered into a different arrangement with the property owner.

There may be instances, where the affected and/or surrounding area maybe too wet to carry out remedial work immediately. Council will make this determination on a case-by-case basis and arrange with the property owner a suitable time to undertake the works.

## 5.3.2 Access and Notice of Entry to Properties

The *Local Government Act 1993* outlines Council's power to undertake a range of functions, including those relating to the supply of water and sewer services. These include, but are not limited to:

- **Section 191A** – allows for a Council employee (or contractor) authorised by a Council authority to enter any premises to carry out water supply work, sewerage work or stormwater drainage work on or under the premises.
- **Section 59A Clause 1** – determines that Council is the owner of all works of water supply, sewerage and stormwater drainage installed in or on land by the council (whether or not the council owns the land).
- **Section 59A Clause 2** – allows that Council may operate, repair, replace, maintain, remove, extend, expand, connect, disconnect, improve or do any other things that are necessary or appropriate to any of its works to ensure that, in the opinion of the Council, the works are used in an efficient manner for the purposes for which the works were installed.
- **Section 193** – determines the need for the Council giving the owner or occupier of the premises written notice of intention to enter the premises, and outlines the requirements of the Notice and the exceptions of when notice of entry is not required.



When accessing a property to undertake work associated with Council's water and sewer supply services, Council will:

- Provide written notice of the day access and entry to undertake work is required, prior to the day of entry. If written notice is not feasible, every endeavour will be made by Council employees to contact the owner or occupier by telephone;
- Written notice is not required under section 193 sub section 3 in emergency situations. In the event of an emergency situation, Council employees attending will make every endeavour to contact the occupier of the property when arriving on site;
- All Council employees who are required to access a property will have written authority from the General Manager to enter premises. This will be by Council Delegations of Authority and Authority to Enter Permits;
- Council employees will act in a professional and appropriate manner and take every care not to damage owner / occupier's property and will restore the affected land in accordance with the associated sections of this policy;
- In the event Council employees on the property cause damage that cannot be restored, and it is proved to have been caused by Council, the owner may be entitled to compensation for the damage, at Council's discretion; and
- Any authority to enter under Section 191A or any other applicable legislation or Council policy does not apply to entering the residence.

Council does not require an easement over any water or sewer supply infrastructure in order to access a property for the purpose of carrying out its duties under the relevant legislation.

### 5.3.3 Water Restrictions

Council may interrupt, limit or place restrictions on the supply of water when necessary by the Mayor and General Manager, including the:

- purposes for which the water can be used;
- times when the water can be used;
- methods by which the water can be used; and
- quantities of water that can be used.

Water restrictions are applied in the case of drought or other emergency, if the available stored water or capacity to supply is so limited to make extraordinary measures necessary in the general interest of all water consumers.

Water restrictions will be widely advertised across various platforms to ensure awareness by all customers. Residents must comply with the conditions of the water restrictions on and from the date specified in the notice. Non-compliance with the conditions of the water restrictions may result in a penalty notice for ignoring water restrictions, in accordance with the relevant legislation and Council resolution.



### 5.3.3.1 Restriction of Water Supply – Unpaid Charges or Misuse of Water

Under the Local Government Act and General Regulations, Council may restrict or cut off the supply of water in a number of circumstances including:

- If any rates or charges in respect of the water supplied to the premises are unpaid,
- If the owner or occupier or other person requiring a supply of water fails to comply with a lawful order or requirement to repair or alter water connections, pipes, fittings or fixtures connected to the water supply system.

In the cases above, Council will not undertake the restriction of water supply to critical customers, pensioner accounts or properties with farm animals.

The restriction of water supply will not be undertaken for unpaid charges without a reminder and notice of restriction being first provided. In cases where the property address and owner postal address differ, an advice will be sent to the property owner(s) and occupier of the pending action.

If Council take restriction action, reasonable flow or health and hygiene purposes will be provided. If it is believed that the restriction will cause a health hazard the resident must contact Council within 7 days of the date on the notice of restriction.

Resumption of full supply will occur when the reason for the restriction of services no longer applies and the payment of the applicable charge has been made.

### 5.3.3.2 Water Saving Rules

To ensure Singleton Council has a secure drinking water supply to meet the long term needs of our customers, a set of three key water saving rules have been developed. These are common sense outdoor actions to help save on water wastage and reduce bills, which apply to everyone who uses water sourced from Singleton Council, including residents, businesses and government.

The key rules are;

- All hand held hoses must have a trigger nozzle attached.
- Watering with a sprinkler, irrigation system or hose is permitted any day before 10am or after 4pm. This avoids the hottest part of the day when water wastage occurs due to evaporation. Watering-cans can be used at anytime, as can filling a bucket, washing a vehicle, building or pet, or topping up / filling a swimming pool, provided a trigger nozzle or pressure cleaner is used.
- No hosing of paths, driveways, concrete and other paved areas except when cleaning with water is necessary for reasons of safety, health, emergency, construction activity or surface discolouration. Use a broom or blower.

Council's water supply can be used:

- In the event of, or to prevent an accident, health hazard, surface discolouration or environmental issue;
- To defend property from fire or test fire protection systems;
- Watering systems can be used to establish new lawns and gardens for up to 14 days from installation; and



- The use of water is allowed at any time for the purpose of cooling people or animals.

Exemptions do exist for health, safety and emergency reasons and for certain businesses, such as commercial nurseries and landscapers, sporting grounds, firefighting and the use of rain or bore water.

Water Saving Tips can be found on Council's website and in the Water and Sewer Customer Service Guidelines.

#### **5.3.4 Protection of Assets - Pipelines and Easements**

The location and protection of water supply infrastructure remains the responsibility of the person and/or organisation undertaking any excavation or associated works in the vicinity of these assets. The PPP approach of Plan, Pot-hole and Protect must be applied at all times when any works are undertaken in the zone of influence associated with any water supply infrastructure. Information regarding Council's water assets can be found on Dial Before You Dig Plans which are to be obtained prior to any excavation.

Any damage and/or subsequent failure of water supply assets due to works by a third party will be rectified by Council and the costs of these works will be charged to the identified responsible party or parties.

Special conditions may apply to activities, such as design and construction of buildings, structures and excavation within the vicinity of all water assets and/or easements in favour of Council on public and private land. Any person undertaking such works are required to consult with Council's Water and Sewer Group.

#### **5.3.5 Pumping Stations and Reservoirs**

Public access to water supply sites and infrastructure including pumping stations, water treatment plants and reservoirs is restricted and strictly controlled at all times.

Council maintains an extensive network of surveillance and telemetry equipment to operate the water supply system.

Installation of third party equipment on Council telemetry installations and reservoirs is not permitted.

Unauthorised access to Council's water infrastructure / sites is prohibited and may attract penalties, in accordance with the relevant legislation.

### **5.4 New Connections and Metering**

#### **5.4.1 Water Service Connections**

Applications must be made to connect to Council's water supply system. All applications require the payment of appropriate fees and charges, as defined in Council's adopted fees and charges, at the time of application. The type and location of the connection to Council's water supply system is at the discretion of Council.





The minimum individual property water service is 20mm. Larger meter and industrial sizing will be on based on operational needs and fire standards; these are typically via a hydraulic consultants advice or development requirements.

All pipes, valves, devices and fittings connected to Councils water supply system are to be rated for a safe working pressure of at least 1200kPa (120 metres pressure head) and shall be fit for purpose in accordance with the relevant Australian Standard.

#### 5.4.1.1 **Water Meter Installation**

The location of the water meter is to be on the property boundary, where practical and at the sole discretion of Council. The location of the water meter must be accessible at all times to Council's meter readers. Boundary fences, wall recesses, retaining walls and garden beds must be setback to facilitate Council's access to water meters for maintenance, replacement and reading of the meter.

Council may enter private property to effect any necessary alterations, repairs to or replacement of the water service or water meter and to facilitate the meter reading.

Only Council or Council approved contractors may install water meters that measure the water supplied from Councils water supply system. A person must not connect in any way to Councils water supply system without the approval of Council.

#### 5.4.1.2 **Strata and Multi Occupancy Developments**

##### **New Strata and Multi Occupancy Developments**

In accordance with NSW Government Best Practice to separately meter each unit in new developments, and Council complies with this practice. All **new** strata or multi occupancy units must be provided with a separate external (located at the property boundary) water meter to register the water usage for each unit.

During the planning of new multi-unit complexes, discussions will be conducted with developers to ensure compliance with the Water Supply Services Policy, the Australian Standard and NSW Best Practice. All requirements for connection will be contained within Development Application Conditions issued by Council.

##### **Existing Strata and Multi Occupancy Developments**

In the case of multi occupancy buildings, which do not have separately metered water services to each unit at present, Council can insist that all customers be separately metered, the provision of a single parent meter at the property boundary alone is not acceptable.

#### 5.4.1.3 **Torrens Title Stratum Developments**

Individual Council water meters are to be provided at the property boundary, where practical for each Torrens Title Stratum lot in any new development. The location of the meter is to be on the property and at the sole discretion of Council. Council will ensure that the location of the water meter is accessible at all times to Council's meter readers. Boundary fences, wall recesses, retaining walls and garden beds must be setback to facilitate Councils access to water meters.



## **Non-Connection to Council Water Supply System**

Should a water service connection not be required due to alternative onsite water supply sources, which meet all statutory and guideline requirements, including those of the NSW Department of Health and NSW Fire Brigades, the property will only be levied and pay the minimum Water Access Charge.

The application of the Water Access Charge is on the basis that a potable water service is available and provided within the street frontage to the property.

Should a water connection to Council's Water Supply System be required in the future, then applicable water supply headworks and distribution charges will be levied. This amount would be credited with any previous payments for headworks and distributions and/or annual water access charges.

### **5.4.1.4 Connections in Rural or Fringe Areas**

Where a property does not have a frontage to Council's water supply systems, property owners can apply to Council to extend the water main and this will be assessed on a case by case basis.

If property owners wish to proceed and the application is approved, payment for the extension of Council water supply system (i.e. the water main) to an agreed point within the road reserve is required. Appropriate headworks charges, as approved in Councils Development Servicing Plan and any other fees and charges, as calculated or set each year by Council will apply.

Once construction of new water main infrastructure is complete and all charges levied paid, the ownership of the new infrastructure will be vested to Council.

Individual water services along the road reserves are not permitted. Private supply lines in the road reserve, public land or passing through a number of properties (with or without the agreement of adjoining owners) are not permitted.

### **5.4.1.5 Disinfection and Pressure Testing**

All new water mains that are to be connected to Council's water supply system must be pressure tested and disinfected prior to commissioning. Developers must apply and pay the appropriate fees for this work, as defined in Council's adopted fees and charges.

Council will make every effort to provide isolation of water mains to permit interconnection at the date, time and for the specified period in this application. If Council cannot accommodate the requirements, the applicant will be advised and given notice of suitable times and duration and any additional charge that may apply.

### **5.4.1.6 Fire Services**

Council water mains will be located within public road, public reserve and pathways or water supply reserves. A property owner will be required to install a private hydrant (or hydrants) wherever an existing or proposed development is out of reach of the street hydrant on Councils reticulation and has a fire compartment exceeding 500 square meters in floor area.



New urban residential lots must have full fire hydrant coverage to Australian Standard AS 2419. There is a limited exception for battle-axe lots that fit into the requirements of NSW Fire Brigades Policy Number 8.

Where fire service coverage from a fire hydrant in accordance with Australian Standard AS 2419 is not practical either a private fire service or a tank storage alternative acceptable to Councils Development and Environment Group, NSW Fire Brigades and NSW Rural Fire Service will be required.

All proposed fire service plans and requests need to be submitted to Council after they have been certified by a suitably qualified hydraulic consultant and either the NSW Fire Brigade or NSW Rural Fire Service, as relevant.

All fire hose reels shall be connected to a metered service (refer to the *Plumbing Code of Australia 2011*). Where this is not currently the case, Council will work with these property owners with a view to installing a complying connection, at the owner's expense.

#### 5.4.1.7 **Cross Connection Control**

Property owners may need to install a backflow prevention device as part of their connection to Councils water supply system. All new connections, where the processes carried out on the property could endanger health or potentially cause death, must have a backflow prevention device installed in accordance with the *Plumbing Code of Australia 2011* and Australian standard AS 3500. All medical related facilities are to have a reduced pressure zone device as a minimum backflow protection.

A backflow prevention device is used to protect water supplies from contamination and includes a break tank, registered air gap, pressure vacuum breaker, reduced pressure zone device or testable double check valve, as deemed appropriate by Council.

Council may require existing premises connected to Council's water supply system to be provided with a backflow prevention device for containment at the property boundary, and/or within the property for isolation of potential contamination zones. The devices shall be installed on the customer's side of the water meter with no connections between the water meter and the device. On a separate hydrant and sprinkler fire service on a non-residential property, the device shall be installed close to where the water service crosses the property boundary, prior to any booster assembly.

All backflow prevention devices are the responsibility of the property owner. All backflow prevention devices must be registered with Council and be tested on an annual basis with a 'Backflow Prevention inspection testing and Maintenance report' submitted to Council. Backflow prevention devices may reduce the pressure and flow rate of the water supply to the premises. It is the owner's responsibility to undertake, at their cost, any works on the premises necessary to provide adequate water flow rate and pressure for their needs.

#### 5.4.1.8 **Statement of Available Water Pressure**

Council can provide a statement of available water pressure for the hydraulic design of fire service installations, after receipt of the nominated flow rate and payment of appropriate fees, as defined in Council's adopted fees and charges.



## 5.4.2 Meter issues

Metering allows Council to effectively and efficiently measure and record customer usage to allow for effective management of the water supply system. It provides for fair and reasonable billing of individual customers and helps to provide a good quality safe and reliable drinking water supply. All Council metering installations have backflow prevention devices fitted, ensuring no unwanted reverse flow of potentially contaminated water from a customer's premises to the public water supply system.

### 5.4.2.1 Meter Relocation Requests

Council will consider requests to relocate a water meter along a property boundary. All meter relocations are at the owner's expense.

### 5.4.2.2 Meter Ownership and Maintenance Responsibility

All meters, remain the property of Council and are maintained and replaced at no additional cost to the property owner. Council maintains all meters, including approved internal meters on private property. It also maintains water service lines leading from the water mains to the property boundary and parent meter.

Water services installed after the parent meter or main meter are the responsibility of the property owner.

### 5.4.2.3 Upsizing/Downsizing Meters

The sizing of water meters is based on hydraulic considerations and Council's adopted standards. If a property owner wishes to change the size of the installed water meter, they will need to apply to Council and pay any applicable fee, as defined in Council's adopted fees and charges.

The application must be accompanied by hydraulic calculations signed off by a suitably qualified hydraulic consultant. The cost of changing the water meter will be at the owner's expense. Council is not obliged to approve an application to change the size of the water meter.

Where residential customers have been required to install a 25mm water service (for example, some battle-axe blocks), Council will work with the property owner to determine if they can be provided with a 20mm meter, as part of the water meter replacement program.

## 5.5 Development issues

### 5.5.1 Easements

The location of water mains that will become part of Council's water supply system on private property is to be avoided. Where a water main cannot be located in a dedicated public road reserve or access way, it may be located within an appropriately sized and registered easement, subject to Council's approval.

The easement is to be provided at the developer's full cost at the time of subdivisions and shall be created by an instrument on the certificate of title stating "**Easement for**



**Water Supply Services. Access without notice will be required for the purpose of constructing, extending maintaining and operating these services".** A registered surveyor shall survey easements and certify the location of pipelines within the easements.

However, where it is necessary, water mains are to be located in an easement in favour of Council and be of minimum width 2.5 metres, unless otherwise advised by Council. Unless there are compelling reason to the contrary the water main shall be located in the centre of the easement.

The location of water services in easements other than a vehicular access related easement for the property being served will not be permitted. The reason for this is that there is a risk of undetected interference with the water service in the form of damage, contamination or illegal connection if the easement is not in an area fully accessible to and able to be overseen by the serviced property owner.

### 5.5.2 Section 64 - Headworks and Distribution Charges

Under section 64 of the *Local Government Act 1993*, Council levies developers for off-site and other major water infrastructure costs. These headworks and distribution charges are upfront payments levied by Council to recover part of the cost of providing the infrastructure either within Council's existing supply systems or through future capital works incurred in servicing new developments or additions/change to existing development, which impose a loading on Council's water supply and or sewer infrastructure.

As defined in the Department of Primary Industries 2016 Developer Charges Guidelines for Water Supply, Sewerage and Stormwater; Developer Charges serve three related functions:

- they provide a source of funding for infrastructure required for new urban development;
- they provide signals regarding the cost of urban development and this encourage less costly forms and areas of development; and
- are an integral part of the fair pricing of water related services.

Council has prepared a Development Servicing Plan (DSP) in accordance with section 64 of the *Local Government Act 1993* and Department of Primary Industries (DPI) Water Developer Charges Guidelines for Water Supply, Sewerage and Stormwater 2016, which details the water supply headworks and distribution charges to be levied upon development areas utilising Council's water supply infrastructure.

Potential development areas not included in the current DSP will be subject to separate headworks and distribution charges based upon the actual cost of providing water supply services, and are at the discretion of Council.

It should be noted that Section 64 charges/contributions are also known as Headworks/Developer charges/contributions.



### 5.5.2.1 Calculation of Section 64 Charges

Section 64 charges are levied when additional equivalent tenements (ET) are created or changed.

Standard residential lots (lot size 450m<sup>2</sup> to 2,000m<sup>2</sup>) are assumed to have an initial water ET loading of one ET, while larger or rural residential lots (lot size greater than 2,000m<sup>2</sup>) are assumed to have an initial water ET loading of 1.2 at the time of subdivision. Commercial and industrial developments initial water ET load are based on an average assumed loading per hectare. Assumed loadings are determined by the Water Directorate section 64 Determination of Equivalent Tenements Guidelines - 2017.

The charges applied at the time of subdivision provide a base entitlement for each allotment. As each allotment is developed, the new ET is calculated based on the type of development to be constructed.

The applicable section 64 Charges will then be based on the estimated ET loading and Council's DSP and annual adopted Fees and Charges. Quoted charge rates will increase annually, where payment is made in future financial years.

### 5.5.3 Augmentation of Water Supply Systems

Where a development is required by condition of development consent to augment water supply infrastructure the following conditions will apply:

- the design of the augmentation works required shall be based upon Council's Engineering Specifications;
- where Council undertakes the work, the contribution required will be calculated by Council and paid by the developer prior to the work proceeding. Where the developer undertakes the work and an offset against contribution is required, the design and the value of the work shall be approved and agreed upon prior to the work commencing;
- failure by the developer and/or consultant to obtain prior written design approval and cost agreement from Council will result in a nil offset being applied to the work; and
- where Council has identified potential future demand for infrastructure over and above that required by the development in question, Council may elect to increase the size of the infrastructure and meet the additional cost over and above the contribution calculated.

#### 5.5.3.1 Additional Water Mains

Where a development results in the need to upgrade water main pipework, then the applicant is required to fund a new water main capable of serving the proposed development as well as the existing water main capacity. The water assets created as a result of the upgrade will revert to the ownership of Council as per section 59(a) of the *Local Government Act 1993*.

Should Council request additional capacity, then Council will contribute to the approved additional cost.



#### 5.5.4 Disconnection of Existing Services Across Boundaries

Where a parcel of land is subdivided, any internal plumbing from the original parent lot subsequently passing into the annexed lot will be disconnected at the boundary.

## 6 Relevant Legislation

Council provides water services appropriate to the current and future needs of the local community in accordance with relevant Acts, Regulations and standards. Some of the relevant Acts, Regulations and are;

- Local Government Act 1993 and Local Government (General) Regulation 2005
- Water Management Act 2000 and Water Management (General) Regulation 2011
- Water NSW Act 2014 and Water NSW Regulation 2013 and Water (Part 2 – General) Regulation 1997
- Public Health Act 2010 and Public Health Regulation 2012
- Fluoridation of Public Water Supplies Act 1957 and Fluoridation of Public Water Supplies Regulation (2007)

## 7 Document Information

Related documents and reference information in this section provides a single reference point to develop and maintain site compliance information.

### 7.1 Related Documents

Related documents, listed below, are external documents directly related to or referenced from this document.

- Plumbing Code of Australia 2016
- Australian Standard AS 2419 – Fire hydrant Installations – System Design, Installation and Commissioning
- Australian Standard AS/NZS 3500 – Plumbing and Drainage Set
- Australian Drinking Water Guidelines 6 (2011)
- The Code of Practice for Fluoridation of Public Water Supplies (2011)
- NSW Health and Department of Primary Industries Guidelines for Drinking Water Management Systems (2013)
- Department of Primary Industries (DPI) Water Developer Charges Guidelines for Water Supply, Sewerage and Stormwater (2016)
- NSW Guidelines for Best Practice Management of Water Supply and Sewerage (2007)
- Water Directorate – Section 64 Determination of Equivalent Tenements Guideline (2017)
- National Instrument Test Procedures for Utility Meters (NITP 14) (2013)



Related documents, listed in **Table 7-1** below, are internal documents directly related to or referenced from this document.

Number	Title
POL/26013	Policy – Building Over or Adjacent to Sewer Infrastructure
POL/26005	Policy – Discharge of Liquid Trade Waste to Sewerage System
17/37589	Policy – Water Carters (Draft)
POL/26015	Development Services Plan – Water and Sewer Supply Systems (under development)
16/68372	Design and Construction Specifications - Water Reticulation (under review)
17/16347	Standard Engineering Requirements for Development – Water and Sewer (under review)
17/31085	Singleton Council Operational Plan (Annual)
17/30438	Singleton Council Fees and Charges Schedule (Annual)
15/54738	Drinking Water Management System (DWMS) – June 2015
16/15191	Water Supply and Sewerage Services: Strategic Management Plan V2.0 February 2016
15/40360	Asset Management Plan Water Supply Services
16/58670	Register of Delegations

Table 7-1 – Related documents

## 8 Responsible Officer / Policy Owner

The implementation and ownership of this policy rests with the Manager Water and Sewer, unless appropriately delegated to another officer.

The Manager Water and Sewer is responsible for the adherence to this Policy. The following officer may provide support and advice on this policy;

- Manager Water and Sewer;
- Utilities Engineer - Network Operations;
- Utilities Engineer - Planning and Process; and
- Utilities Engineer - Projects and Development

## 9 Responsibilities

Parties or Persons	Responsibilities
General Manager	<ul style="list-style-type: none"> <li>• Determine Level 4 Community Service Organisations</li> <li>• Determine appropriate action for breaches of policy</li> </ul>





Manager Water and Sewer	<ul style="list-style-type: none"> <li>• Ensure compliance of policy and all relevant procedures and supporting documents are current and communicated to all relevant stakeholders.</li> <li>• Determine all claims under 5.2.1 Concessions and Rebates – Concealed Water Leaks</li> <li>• Review policy regularly to ensure currency of principles</li> </ul>
Manager Development and Environment	<ul style="list-style-type: none"> <li>• Consider principles of the policy when assessing development applications and providing advice to customers.</li> </ul>
Financial Controller	<ul style="list-style-type: none"> <li>• Implementation and management of 5.2 Concessions and Rebates</li> <li>• Assessment of levels and suitability for Community Service Organisations annually prior to issue of rates and charges notices.</li> <li>• Ensure compliance of 5.2 Concessions and Rebates</li> </ul>
Utilities Engineer – Planning and Process	<ul style="list-style-type: none"> <li>• Ensure compliance Drinking Water Quality Management System requirements and develop associated procedures.</li> </ul>
Treatment Plant Operators	<ul style="list-style-type: none"> <li>• Comply with requirements Drinking Water Quality Management System.</li> </ul>
Water and Sewer Staff	<ul style="list-style-type: none"> <li>• Ensure understanding of principles of the policy and all relevant procedures and supporting documents</li> <li>• Undertake all duties in accordance with the policy and supporting procedures in a safe manner.</li> </ul>

It is the responsibility of all Council employees and any person contracted to or acting on behalf of Council to have knowledge of, and to ensure compliance with this policy.

## 10 Approval

As per cover sheet.

## 11 Monitoring

This policy will be monitored by the Manager Water and Sewer, unless appropriately delegated to another officer.



## 12 Review Date

This policy, once adopted, is to remain in force until it is reviewed by Council. This policy is to be reviewed approximately every two (2) years to ensure that it meets legislative requirements.

## 13 Record Keeping, Confidentiality and Privacy

All records received, created or supporting this policy will be kept on Council's Corporate Computer Systems in accordance with *State Records Act 1998, NSW* and will retain confidentiality and privacy in accordance with *Privacy and Personal Information Protection Act 1998, NSW* and Council Policy. Council is required to release certain information in accordance with *Government Information (Public Access) 2009, NSW*.

This policy is to be made available for public viewing as required under the *Government Information (Public Access) 2009, NSW*.

## 14 Breaches and Sanctions

Any breaches of this Policy will be referred to the General Manager for appropriate action.

