

# WATER CARTERS

Policy | Development & Environmental Services

To provide clear direction to water carters who draw water from Council's fixed water standpipes ensuring that any potential hazards with the activity are minimised.

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<b>Responsible Officer:</b>	Coordinator Regulatory Services		
<b>Responsible Director:</b>	Director Planning & Infrastructure Services Group		
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# 1 Background

## 1.1 Title of the Policy and Commencement Date

The Water Carters Policy takes effect from 17 June 2019.

## 1.2 Purpose of the Policy

This policy is intended to provide clear direction to water carters who draw water from Council's fixed water standpipes ensuring that any potential hazards with the activity are minimised.

Water drawn may be for potable, non-potable or personal uses.

# 2 Objective

## 2.1 Objectives and Coverage of the Policy

- Protect the health of the community by managing the risks of contamination of Council's water supply and/or drinking water delivered to consumers;
- Ensure the details of Council's Drinking Water Management Plan are kept up to date;
- To allow fast and easy contact with water carters in the event of a water quality contamination;
- Ensure the legislative requirements of the *Local Government Act, 1993*, *Food Act, 2003*, *Public Health Act, 2010* and associated regulations are complied with; and
- Set out the parameters and requirements for water carters to be inspected.

# 3 Application

## 3.1 Application of this Policy

This policy applies to all water carters who draw water from Council's fixed water standpipes within the Singleton Local Government Area (LGA). Water drawn may be for potable, non-potable or personal uses.

# 4 Definitions

For the purposes of this policy:

Term	Meaning
Backflow Prevention Device	A device or air gap used to protect potable water supplies from contamination or pollution due to backflow. Back flow prevention device or registered air gaps must comply with the <i>Plumbing Code of Australia</i> and <i>AS/NZS 3500 Part 1</i> .
Quality Assurance Program	A program for assuring the quality of water supplied for drinking, required under Section 25 of the <i>Public Health Act, 2010</i> .



Potable Water	Means water that is treated to the standards outlined in the <i>Australian Drinking Water Guidelines</i> and is intended, or likely, to be used for human consumption, or for the purposes with human consumption, such as the washing or cooking of food or the making of ice for consumption or for the preservation of unpackaged food.
Standpipe	A vertical pipe extending from a water supply connecting a tap to the mains. These can be fixed or moveable and temporary.
Water Carter	Any person who receives water from a drinking water supplier (defined in the <i>Public Health Act, 2010</i> ) and who supplies drinking water from a water carting vehicle in the course of a commercial undertaking.

## 5 Principles/Body

### 5.1 Water Carters

The following applies to water carters that draw and deliver potable water:

- Must have notified Council as a food business;
- Must have a Section 68 B-2 approval from Council under the *Local Government Act, 1993* to draw water from a council water supply or a standpipe or sell water so drawn;
- Comply with the *NSW Health Guidelines for Water Carters*;
- Must source their potable water from a water supply that complies with the current Australian Drinking Water Guidelines via an approved standpipe location;
- Undergo an annual inspection by Council;
- Must hold Public Liability insurance to a minimum limit of indemnity of \$20M and must provide Council with the certificate of currency annually;
- Must have a backflow prevention device or air gap in accordance with Section 5.4.3;
- Must have an annual inspection by a licensed suitably qualified plumber on back flow prevention device;
- Develop and adhere to a Quality Assurance Program' or 'Drinking Water Management System' in compliance with the *Public Health Act, 2010* and *Public Health Regulation, 2012*; and
- Are not permitted to use standpipes issued by another authority in Singleton Local Government Area (LGA). Water is only to be drawn from Council's fixed standpipes.

The following applies to water carters that draw potable water and deliver for non-potable purposes:

- Must have a Section 68 B-2 approval from Council under the *Local Government Act, 1993* to draw water from a council water supply or a standpipe or sell water so drawn;



- Must hold Public Liability insurance to a minimum limit of indemnity of \$20M and must provide Council with the certificate of currency annually;
- Must have a backflow prevention device or air gap in accordance with Section 5.4.3;
- Must have an annual inspection by a licensed suitably qualified plumber on back flow prevention device; and
- Are not permitted to use standpipes issued by another authority in Singleton LGA. Water is only to be drawn from Council's fixed standpipes.

The following applies to drawing water for personal use:

Personal use means there are no commercial undertaking and the water drawn is used by the drawer only. Council will need to ensure that the process of drawing water will not cause any potential contamination to the potable water source. It will be assessed on a case by case basis by Council's Water and Sewer Group. The applicant will be required to detail the method of drawing and delivery for assessment.

## 5.2 Standpipe Locations

Council currently has two permanent standpipes. These are located at Council's Works Depot (39 Maison Dieu Road, Gowrie) and Council's Water Depot (Waterworks Lane Depot, Singleton).



Figure 1. Standpipe in circle at Works Depot – 39 Maison Dieu Road Gowrie



Figure 2. Standpipe at Water Works Lane, Singleton

### 5.3 Standpipe Keys and Invoicing

Standpipe keys are issued for water carters to access potable water from Council's standpipes and are invoiced by Council to the account holder. These accounts must be set up with Council prior to accessing water from the standpipes. The following requirements apply to standpipe keys and invoicing:

- Standpipe keys are issued per vehicle and not company;
- Standpipe keys are purchased in accordance with Council's annual Fees and Charges Schedule;
- Invoicing of water usage occurs monthly;
- Any changes to standpipe key contact details to be updated to Council and will be checked during annual inspections;
- If standpipe keys are not used within a six (6) month period, a letter to be sent and then if no response, the key deactivated; and
- If accounts are 60 days overdue with no agreement for payment made, standpipe keys will be deactivated.

### 5.4 Requirements for Water Carters Delivering Potable Water

#### 5.4.1 Quality Assurance Programs (QAPs)

All water carting companies are required to submit a Quality Assurance Program (QAP) to NSW Health to meet the requirements of the *Public Health Act, 2010* and *Public Health Regulation, 2012*.

NSW Health website contains further information and a template for a quality assurance program – [www.health.nsw.gov.au](http://www.health.nsw.gov.au) go to the 'A to Z Health Topics' link and search for 'Drinking Water'.

Water carters can submit their QAPs to Hunter New England Population Health at [HNELHD-PHEnquiries@hnehealth.nsw.gov.au](mailto:HNELHD-PHEnquiries@hnehealth.nsw.gov.au)



A QAP for a water carter needs to include the following information:

- Identify any potential health risks associated with the supply of drinking water;
- A process for controlling those risks;
- Documentation showing these processes;
- Documentation that sets out the following business details:
  - Contact details of the water carting company and/or contact person (including name, address and telephone number);
  - Contact details (including name, business name and telephone number) of individuals who should be contacted in an emergency in relation to the drinking water supply system;
  - The frequency, equipment and method used for the flushing, cleaning and disinfecting a tank;
  - The capping, storage and frequency of cleaning the hoses and fittings in relation to the tank; and
  - If chlorine is added to the drinking water, the details of this including equipment used, frequency and method for testing and adjusting the concentration of the chlorine in the tank, and the location and storage of chlorine.
- Documentation that sets out the following for each carting vehicle:
  - Registration number of each vehicle;
  - Details of the tank (including type, lining materials, volume, and certification (if any)) evidencing conformity with applicable standards published by Standards Australia; and
  - In relation to any hoses connected to the tank (including the fittings, materials and certification (if any)) evidencing conformity with applicable standards published by Standards Australia, of the hoses.
- Documentation that sets out the following about the process of filling a carting vehicle with water by the water carter (the filling process):
  - The locations of where the carting vehicle is filled (the filling points);
  - The method of access to the filling points; and
  - The steps taken to protect the quality of drinking water during the filling process.

Section 25 of the *Public Health Act, 2010* sets out penalties for the failure to have and comply with a quality assurance program. This can be up to 50 penalty units for an individual or 250 penalty units for a corporation. Each penalty unit is worth \$110 (as at February 2019).

#### 5.4.2 Tank, Hoses and Fittings

A water carting vehicle must have an aperture that is large enough to allow easy inspection and thorough cleaning of the interior and must have a cover that is able to be kept clean to meet the requirements of clause 96 of the *Local Government (General) Regulation, 2005*.

Tanks used for carting potable water should be used for that purpose only. If this is not possible, then the tank must not be used for transport of effluent (treated or otherwise),



petroleum products, or any other potentially hazardous materials that may be harmful to health.

Where the tank has been used for transport of non-hazardous materials other than potable water, the tank must be cleaned and disinfected prior to filling with potable water again. This is to be undertaken in accordance with the *NSW Guidelines for Water Carters*. Details of this are to be recorded in the logbook.

Tanks, hoses and fittings should be made of, or lined with, a material that will not contaminate the drinking water. Applicable standards or certification include:

- *AS/NZS 4020:2005 The testing of products for use in contact with drinking water*
- *AS 2070:1999 Plastics materials for food contact use*
- *Australian Technical Standard ATS 5200.026: 2004 Technical Specification for Plumbing and Drainage Products, Cold Water Storage Products*
- *AS/NZS 4766:2006 Polyethylene tanks for water and chemicals*
- *WaterMark*



Water carting vehicle should use only containers, hoses and fittings which are marked as WaterMark, AS4020, AS2070, AS/NZS4766 or ATS5200.026.

Hoses and fittings should be capped or stored in a dust proof container when not in use and during transport.

Tanks, hoses and fittings are to be cleaned and disinfected regularly in accordance with *NSW Guidelines for Water Carters*.

#### 5.4.3 Backflow Prevention Device

To protect water quality in the source water, it is important to prevent flow of water back into the reticulation system.

Council's standpipes are fitted with a dual testable backflow prevention device to prevent backflow into Council's water supply system.

Water carters are required to have a back flow prevention device or registered air gap that complies with the *Plumbing Code of Australia and AS/NZS 3500 Part 1*. This device needs to be tested on an annual basis by a qualified person. A qualified person is a licensed plumber who has undertaken accredited backflow training from a registered training organisation. This certification is to be provided to Council annually and will be checked during the annual inspection.

#### 5.4.4 Cleaning of Tanks, Hoses and Fittings

- Tanks are to be cleaned and flushed at least every three (3) months using the following method:
  - Clean tank;



- Fill tank with water at not less than 5mg/L chlorine and hold for at least 30 minutes;
- Test chlorine in water prior to disposal; and
- Update records in logbook.
- Hoses and fittings are to be cleaned at least every month using the following method:
  - Fill with water containing at least 5mg/L chlorine and cap for at least 30 minutes;
  - Rinse with clean drinking water;
  - Drain, dry and seal securely to prevent dust and dirt entry;
  - Test chlorine prior to disposal; and
  - Update records in logbooks.
- When preparing the chlorine solution, add the required amount of chlorine to clean water in a plastic bucket. Chlorine of 5mg/L can be achieved either by:
  - 76 grams of calcium hypochlorite at 65% strength per 10,000L of water; or
  - 400mL sodium hypochlorite at 12.5% strength per 10,000L of water.

#### 5.4.5 Disposal of Water after Cleaning

During the cleaning of tanks and equipment high levels of chlorine are used. Water with a chlorine level of 5mg/L can cause environmental damage and a person discharging such water could be liable to action under the *Protection of the Environment Operations Act, 1997*. Water should be tested prior to discharge to ensure that the chlorine level has been reduced appropriately.

Water should not be disposed of until the chlorine level is:

- Less than 1mg/L for disposal onto low risk grassed area;
- Less than 0.1mg/L for disposal near waterways; or
- Less than 1mg/L could be used for non-drinking purposes such as dust suppression or construction

This may be achieved through the addition of sodium thiosulphate.

Chlorinated water should not be disposed of in septic tanks.

Council does not accept tanked waste. Other wastewater treatment facilities may accept this waste.

#### 5.4.6 Logbooks

Water carters are required to keep a logbook to record information on deliveries and cleaning. This logbook is to be made available when requested by Council Officers.

The *Public Health Act, 2010* and *Public Health Regulation, 2012* require water carters to keep the following records:

- The name of each supplier of drinking water from whom the water carter receives water;
- The place, date, and time at which water is supplied to the water carter;
- The name and address of each person to whom the water carter supplies water;



- The place, date and time at which the water is supplied to that person;
- The volume of water supplied to that person;
- Details of any substances other than drinking water transported in the water tank used by the water carter; and
- The dates on which any water tank used by the water carter is cleaned.

These records must be retained for at least six (6) months.

It is recommended that water carters also get the contact telephone number and/or email supplied water to allow easy contact should an event of water contamination occur.

## 5.5 Council Register

Council's *Drinking Water Management System* requires records for all registered water carters to be kept and updated regularly. This is so Council can contact customers should there be a water quality event. Details required are:

- Name of business owner;
- Name of business;
- Contact details of business owner;
- Details of water carting tankers, number, make, model, registration, tanker volume, tanker dimensions, tanker type (e.g. temporary or mounted);
- Water carters insurer, policy number and expiry date; and
- Date and results of last inspection.

## 5.6 Insurance

The proprietor undertaking water carting must provide Council with a copy of their Public Liability Insurance policy for not less than \$20 million dollars indemnifying Council against any claims that arise from the operation of the water carter business.

Water carters for personal use only are exempt from this requirement.

## 5.7 Inspection Program and Fees

Council will conduct an annual inspection of each of the water carter vehicles drawing water from its standpipes and delivering potable water in the LGA.

A satisfactory inspection from another water authority may be considered adequate proof of compliance and additional inspection may not be required.

Any water carter that fails this inspection may require additional inspections. Standpipe keys may be suspended should critical breaches not be rectified.

A fee will be charged for this inspection in accordance with Councils Fees and Charges and be levied under Section 603 of the *Local Government Act, 1993*. Reinspections will incur an additional reinspection fee.

The inspections will be carried out by Council's Environmental Health Officer and Liquid Trade Waste Officer.

Generally, inspections will occur at an agreed time at either a fixed standpipe location or Council facilities.



Vehicles operated to transport exclusively non-potable water are exempt from inspections if they provide an annual satisfactory check from a licensed suitably qualified plumber for their backflow prevent device.

If these vehicles which have been used to transport non-potable water are to be used for the carting of potable water, the vehicle and all tanks, hoses and fittings are to be cleaned in accordance with Section 5.4.4, prior to being presented for inspection as set out in this section.

## 5.8 Non-compliance

Water carters that do not comply with this policy may have their standpipe keys suspended until matters are rectified. Water carters will be given correspondence outlining required works and time frames for compliance.

There are also provisions under the legislation for Council to take compliance action. This includes Orders under Section 124 of the *Local Government Act 1993*.

As per Section 5.4.1, there are penalties for not having and complying with a quality assurance program. Section 25 of the *Public Health Act 2010* sets out penalties for the failure to have and comply with a quality assurance program. This can be up to 50 penalty units for an individual or 250 penalty units for a corporation. Each penalty unit is worth \$110 (as at February 2019).

## 6 Relevant Legislation

- *Local Government Act, 1993*
- *Local Government (General) Regulation, 2005*
- *Public Health Act, 2010*
- *Public Health Regulation, 2012*
- *Food Act, 2003*
- *Food Regulation, 2012*
- *Protection of the Environment Operations Act, 1997*

## 7 Document Information

### 7.1 Related Documents

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

- *NSW Guidelines for Water Carters – NSW Health, 2012*
- *Australian Drinking Water Guidelines, 2011*
- *Guidelines for Drinking Water Management Systems - NSW Health and Department of Primary Industries, 2013*
- *Plumbing Code of Australia, 2016*
- *AS/NZS 3500 Plumbing and Drainage Part 1: Water services*
- *AS/NZS 4020:2005 The testing of products for use in contact with drinking water*



- *AS 2070:1999 Plastics materials for food contact use*
- *Australian Technical Standard ATS 5200.026: 2004 Technical Specification for Plumbing and Drainage Products, Cold Water Storage Products*
- *AS/NZS 4766:2006 Polyethylene tanks for water and chemicals*

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

Number	Title
POL/26030.1	Policy – Water Supply Services
POL/26031.1	Policy – Sewer Supply Services
Draft	Backflow Connection and Cross Control Policy
18/38765	Developer Specifications - Design and Construction – Water Reticulations Systems
18/22755	Singleton Council Fees and Charges Schedule (Annual)
15/54738	Drinking Water Management System (DWMS) – June 2015
09/49016	Customer Service – Procedure – Processing Standpipe Key Applications
15/48156	Finance – Operational Procedure – Back up reads and Customer Maintenance
15/48157	Finance – Operational Standard – Standpipe key – Water account generation
16/79807	Draft - Customer Service – Standard Operating Procedure – Standpipe Keys

Table 7-1 – Related documents

## 8 Responsible Officer / Policy Owner

Ownership of this policy rests with the Director Planning and Infrastructure Services Group.

## 9 Responsibilities

Parties or Persons	Responsibilities
Coordinator Regulatory Services	<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>• Review policy regularly to ensure currency of principles</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Processing new applications for standpipe keys</li> </ul>



Environmental Health Officer	<ul style="list-style-type: none"> <li>• Ensure understanding of principles of the policy and all relevant procedures and supporting documents.</li> <li>• Inspect water carter's vehicles</li> <li>• Issue Section 68 approvals</li> </ul>
Financial Controller	<ul style="list-style-type: none"> <li>• Suspend standpipe keys as per Section 5.3</li> </ul>
Liquid Trade Waste Officer	<ul style="list-style-type: none"> <li>• Ensure understanding of principles of the policy and all relevant procedures and supporting documents</li> <li>• Inspect water carter's vehicles</li> </ul>
Manager Water & Sewer	<ul style="list-style-type: none"> <li>• Update water carter register in <i>Drinking Water Management System</i></li> <li>• Suspend standpipe keys during water quality event</li> </ul>
Revenue Officer	<ul style="list-style-type: none"> <li>• Issue standpipe keys</li> <li>• Invoice of standpipe key water usage accounts</li> </ul>

## 10 Approval

As per cover sheet.

## 11 Monitoring

This policy will be monitored by the Coordinator Regulatory Services, unless appropriately delegated to another officer to ensure compliance.

## 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

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.

