SINGLETON COUNCIL

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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Responsible Director:	Director Infrastructure & Planning		
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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.

1.2 Purpose of the Policy

The purpose of this policy is to outline Singleton Council's (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, where not currently existing, 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 (2018)
- Guidelines for Drinking Water Management Systems (2013)
- NSW Guidelines for Best Practice Management of Water Supply and Sewerage 2014 and
- Related Documents (Clause 7.1) of this policy.

2 Objective

2.1 Objectives and Coverage of the Policy

Council is committed to economically managing its water treatment and water 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 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 elements in total.
AS/NZS 3500.1	Australian/New Zealand Standard 3500, Plumbing and Drainage Part 1: Water Services
Average Day Demand	The total water demand per year for a given area or category of development divided by 365.
Backflow	The unintended reversal of flow in a water pipeline whereby water that has already passed beyond the meter assembly into the customer's pipeline system returns to Council's water supply
Backflow Prevention Device	A device to prevent the reverse flow of water from a potentially contaminated source, into the drinking water supply system protecting it from contamination or pollution.
Boil Water Alert	Under Section 22 of the *Public Health Act 2010*, the Chief Health Officer has the power to issue advice, for the benefit of the public, concerning the safety of drinking water and any possible risks to health. This advice may include a boil water alert. The supplier of drinking water concerned must issue the advice to the public in such form and manner directed by the Chief Health Officer. The power to provide this advice is delegated to Public Health Unit (PHU) Directors.

Term	Meaning
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.
Cross Connection	Any connection or arrangements between the drinking water supply system connected to the water main or any fixture that may enable non-drinking water or other contamination to enter the drinking water supply system.
Double Check Valve Assembly (DCVA)	An approved backflow prevention assembly composed of two (2) single, independently acting check valves loaded to the closed position by springs or weights, supplemented by tightly closing shutoff valves located at each end of the assembly and by properly located test cocks suitable for testing the water tightness of each check valve.
Developer Charge	A charge levied on developers to recover part of the capital cost incurred in providing infrastructure to new development, under section 64 of the *Local Government Act 1993*. Refer to Section 5.5.3.
Developer Servicing Plan - DSP	A document setting out the calculation of developer charges within the Council's local government area. It includes the developer charge, assumptions used to calculate the charges, and planning information related to water and sewer infrastructure. It is in accordance with DPI Water's Developer charges Guidelines for Water Supply, Sewerage and Stormwater 2016.
Developer Servicing Strategy	Strategy prepared to determine optimal configuration and staging of water and sewer infrastructure for a particular development and taking into account neighbouring developments that may reasonably connect.
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.
Equivalent Tenements – ET's	An Equivalent Tenement (ET) is a standard measure used to assess the impact a particular development or land type will have on Council's water and sewerage

Term	Meaning
	systems, in terms of average water consumption or average sewage discharge, relative to a standard residential property.
Maintenance	Includes repairs and replacement, and, where relevant testing and inspections.
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 *Local Government Act 1993*.
Potable Water	Water intended primarily for human consumption (but excluding bottled water, for the purposes of this policy).
Property	An individual, dwelling, or premises used for any purpose; or Land, whether built on or not (excluding public land); or a lot in a strata plan that is registered under the *Strata Schemes (Freehold Development) Act 1973* or the *Strata Schemes (Leaseholder Development) Act 1986* that is connected to, or for which a connection is available, to council's water supply system or sewerage system.
Property Owner	A person who holds ownership title to the property and/or as defined by the *Local Government Act 1993*.
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 Council's actions, objectives and policies.
Service Pipe	Service pipes deliver water from the water main to a property and are used to facilitate the connection of that property to Council's Water Supply Network.
Trunk Main	Trunk mains deliver bulk water from one part of the system to another, often aided by pumping. As such, trunk mains are larger in diameter than reticulation mains, are not networked and have fluctuating pressures.

5 Principles/Body

5.1 Water Supply

5.1.1 Supply of Drinking Water (Potable)

Council manages and supplies customers with drinking water in the Singleton Local Government Area. Council's 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.

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 Water and Sewer Customer Service Plan.

5.1.1.1 Water Supply

Council provides water supply services to the following standards: 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 0 Non-Potable Water Supply (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 Fire 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 0 - 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.

Mount Thorley Raw Water Supply

Council manages the bulk supply of untreated water to Bulga Coal, Mount Thorley/Warkworth and Mushroom Composters under the terms and levels of service nominated in the joint venture agreement.

Council, coordinates the scheme with water sourced from the Hunter River, supplied by releases from both Glenbawn and Glennies Creek Dams. Water allocations for the scheme are approved WaterNSW and held separately to Council's water allocation from Glennies Creek Dam.

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.

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.

Rural water supply areas include some 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 and where the water meter would be easily accessible for meter reading.

5.1.2 Special Supply Customers

Singleton Army Camp

Council currently supplies bulk treated water to the Army Camp under similar terms as supplied to the Singleton supply area.

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.

5.1.3 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 Township, 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.

5.1.4 Drinking Water Pressure

Council will supply drinking (potable) water to Town Water areas at a pressure between 12 and 90 metres head of water, approximately 120kPa to 800kPa, in the distribution system, conveying a minimum of 6 litres per minute per residential connection, under average day demand.

5.1.5 Drinking Water Quality

Council is committed to managing its water services effectively to provide high quality drinking water to Town Water areas 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, 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 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 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.

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 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 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 Council's Drinking Water Quality Management System.

5.1.6 Fluoridation of Drinking Water Supply

Where the raw water supply source has insufficient naturally occurring levels of fluoride concentration, Council will fluoridate its water supply. Fluoridation of Council's water supply was adopted at the special council meeting 24 August1972 (minute number 355/72).

Council adheres to the *Fluoridation of Public Water Supplies Act 1957* Code of Practice for Fluoridation of Public Water Supplies – April 2018 and the conditions outlined in the formal instrument of approval from NSW Health.

Note that the Jerrys Plains Supply is not fluoridated.

5.1.7 Water Standpipes

Inappropriate use of portable water standpipes within the network can cause significant damage and customer impacts, so use is restricted to only Council staff (refer also to Section 5.1.8). Council has two permanent standpipes. These are located at the Council Works Depot - 39 Maison Dieu Road, Gowrie and Waterworks Lane.

These are the only Council-approved standpipes and are fitted with a meter for measuring the amount of water extracted from the treated water supply.

Water outages and/or low pressure due to unplanned network issues or scheduled maintenance, affecting the water supply in these two locations, will include the supply to the standpipe.

Water Carting businesses are required to take steps to ensure that drinking water is not contaminated and public health is not put at risk. Water Carters are required to comply with the POL/10066 Water Carters Policy outlines to ensure that they provide safe drinking water and comply with the requirements of the *Public Health Act 2010* and other relevant legislation.

Council's POL/10066 Water Carters Policy outlines the responsibilities of those who access Council's water standpipes.

5.1.8 Fire Hydrant and Other Fittings in the System

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 may limit network performance in some areas. 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 Council's water network supply staff.

5.1.9 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.

5.1.9.1 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 to facilitate the timely repair and reduce water loss and asset damage.

5.1.9.2 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 extends the life of water mains.

5.1.9.3 Water Main Renewals

Council maintains an annual water main renewals program for replacement of water mains that are in an aged or poor condition, or require renewal for other strategic purposes.

5.1.9.4 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.

5.1.9.5 Water Theft

Water theft is any attempt to obtain water with the intent to avoid paying for water used. This includes wilfully damaging, removing, fraudulently altering the index of a meter or preventing a meter from registering the quantity of water supplied. Tampering with a water meter, drawing water from the water network without a water meter or connecting hoses directly to a fire hydrant 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 Council's 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. If Council determines either water theft or manipulation of a water meter is probable, a lockable stop valve and/or lockable meter shrouds will be installed at the cost of the property owner, in the first instance. The property owner will be invoiced as per Council's adopted fees and charges at the date of the offence.

For subsequent water theft offences, including manipulation of a water meter, Council will install an orifice plate and pursue the prosecution of identified parties. The property owner will be invoiced as per Council's adopted fees and charges at the date of the offence for removal of the orifice plate equivalent to a 20mm water connection.

5.2 Concessions and Rebates

5.2.1 Concealed Water Leak

Council on 15 February 2016, minute 12/16, adopted the original POL/6014 Averaging Water Accounts Policy, providing a means to average water accounts when meter reading indicates a concealed leak. The principles of POL/6014 have been incorporated into this policy.

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. However, for non-residential customers, if the water from the leak does not drain back into the sewerage system a Sewer or Liquid Trade Waste concession maybe available.

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 blocks, will attract the once off concessional allowance of up to 200 kilolitres and
- 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.
- For non-residential customers, review billing associated with the concealed water leak, such as, sewer and trade waste accounts to determine if a reduction in billing is required.

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) year's 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 20 working 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 resulted from 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 paid 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) year's daily average consumption and financial hardship is being experienced; customers may seek relief under Council's Hardship Policy.

5.2.1.3 Exclusion for Assistance

Claims will not be considered for assistance which:

- Are 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 or plumbed fridges), pumps, hot water systems, pressure relief valve, float valves, solar panels, taps, cisterns and other water fittings
- Involve 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
- Involve a leak caused directly by way of accidental or wilful damage or human error
- Involve a leak due to neglect or obvious defect in the private water service and
- Do not contain the documentation or meet the terms of an 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 POL/6015 Averaging Water Accounts Policy; providing a means to average water accounts when meter reading indicates a potential faulty meter such as a damaged water meter or a under/over reading meter. The principles of POL/6015 have been incorporated into this policy.

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.

Most water 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

Council will install meters in areas that can be easily accessed for meter reading and to protect the meter from damage wherever possible.

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. the property was vacant 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. Refer Section 5.4.1.8 Access to the Water Meter5.2.2.1.

5.2.2.2 Defective Water Meters

Circumstances may 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. If considered defective, the customer may make application and pay the required fees, as defined in Council's adopted fees and charges for meter testing to be undertaken.

Council will then install a second water meter in line with the original meter where feasible. Both meters will be 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 will be deemed to be defective. Where a second meter isn't feasible, alternate measures may be undertaken and a quotation will be prepared. The cost for any modifications required to facilitated the test shall initially be borne by the customer.

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 on the same period the previous year, or if impractical (e.g. the property was vacant at that time or change of owner/resident has occurred) will be based on the consumption pattern.

If the meter is found to be recording within the four percent (4%) tolerance, the water usage account will not be averaged, and the meter-testing fee and associated costs (where applicable) 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 dials are not moving, but water is passing through the meter), 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 temporary 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. 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. the property was vacant at that time or change of owner/resident has occurred) 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 Plumbing Reimbursement Claim

If a water supply issue is located in your area of responsibility, the property owner is required to pay the plumbing expenses. However, if the plumber identifies and rectifies water supply issues and confirms it is located in Council's area of responsibility, Council may cover reasonable costs for the rectification works.

Council will not cover the following:

- a plumber or customer who did not report the issue to Council in a timely manner and obtain a customer reference management (CRM) number
- any work carried out by a plumber relating to work on your private water pipes
- any excavation or CCTV work in determining the location of the leak (unless requested by Council) or
- engagement of a licensed plumber to place a temporary spacer where a meter has been stolen
- installation and maintenance of backflow prevention devices and
- installation and maintenance of fire services.

A "Plumbing Reimbursement Claim" must be submitted together with a line itemised tax invoice and receipt for payment in full within 60 days of the work being performed and forwarded to Singleton Council. The following conditions apply to all Plumbing Reimbursement Claims:

1. Invoice date must not predate completion of work
2. Claims must be submitted within 60 days of the work being performed
3. All Claims must include a line itemised copy of the tax invoice and proof of payment
4. All rejected claims must be resubmitted within 10 days of rejection being received for your application to be reassessed
5. Plumbers conducting the work must be appropriately licensed
6. Plumbers cannot be reimbursed by Council when additional plumbing work is conducted for the customer at the time of attendance for the issue
7. Claims are not valid for plumbers conducting work at their own property
8. Claims will not be paid without customer details and signatures provided
9. The issue must be found to be in Council's area of responsibility
10. Council reserves the right to provide a full, part or no reimbursement depending on the work carried out
11. No reimbursements will be provided for any call backs to the property
12. The property must be connected to the Council's water supply system
13. On verification of eligibility by Council, the reimbursement will be paid as a cheque directly to the customer; Council will not pay plumbers bills directly.

Council reserves the right to inspect the work carried out at the property or liaise with the plumber after receiving an application, to determine eligibility for reimbursement.

Council may reject claims if it believes costs and works are excessive and justification cannot be provided.

5.2.3.1 Plumbing Reimbursement Claim Reasonable Costs

Council considers attending a site and diagnosing the issue location (if located in Council's area of responsibility) would take approximately one hour. We will limit reimbursement for when the issue is within Council's responsibility to $250 (including GST) unless in exceptional circumstances, considered case by case.

5.2.4 Community Service Organisations

Council on 1 September 2010, minute 246/08, adopted the original Community Service Obligations Water Service Charges Policy. The principles of the original policy have been incorporated into this 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 customers to qualify as Community Service Organisation and the degrees of subsidies for these charges.

5.2.4.1 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 5.2.4.2) 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.

5.2.4.2 Community Service Organisation Categories

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. All public have full access to the facility 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
4. Some monies generated through fund raising; or have minimal income generating capacity
5. Owned by Community or Government and
6. All public have access to the facility (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.

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

5.2.4.4 Annual Confirmation Organisation meets Community Service Obligations Criteria

Organisations classified as CSO customers will be reviewed and assessed annually. The recipient of the subsidy must confirm in writing how the criteria for the level of subsidy received is met. This includes confirmation of the type of community organisation and benefit provided, the degree of funding received from other sources and where appropriate confirmation of registration as a not-for-profit organisation.

This must be completed prior to 30 June annually.

5.2.4.5 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*.

5.2.5 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. The principles of the original policy have been incorporated into this policy.

5.2.5.1 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 and be connected to Council's Town water supply.

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.

5.2.5.2 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.

In recognition of the reliance on an uninterrupted water supply, the resident will be advised in advance of any change in water supply due to shutdowns and maintenance activities wherever possible.

5.2.5.3 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.

5.2.6 Rebates

5.2.6.1 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 at least 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*.

5.2.6.2 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 circumstances, 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, pump station failures 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 critical customers likely to be heavily inconvenienced by an interruption, such as some commercial and industrial customers, schools, hospitals and nursing homes, preferably if time permits, 7 days written notice
- Provide a minimum of 7 days notice to home dialysis patients by contacting them individually 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.

5.3.1.4 Dirty Water - Discolouration

A sudden increase in the rate or direction of water flow through pipes can stir up sediment. This may become suspended in the water, making it look dirty. Similarly, customers at the end of a water main may experience dirty water as these suspended sediments become trapped at the end of the pipe. Trace materials within the water, such as iron or manganese, cause this discolouration. When these materials enter the water supply system they are in extremely low levels, however changes to the supply as it travels through the system can cause these materials to accumulate and become visible, discolouring the water.

Generally, dirty water is harmless and the water is safe to use, although it may appear unpleasant.

Dirty Water and Galvanised Pipes

Corrosion may occur in older homes with galvanised pipes, causing the water to look orange or brown. Discolouration will occur more often in houses with galvanised water pipes. Galvanised pipes are no longer used in homes, with copper - or more recently polyethylene pipes have become the norm.

Anyone who experiences regular water discolouration and has galvanised water pipes in their home may consider replacing them and should seek further advice and assistance from a licensed plumber.

Any rectification works for galvanised pipes within a private property are at the property owner's expense.

Dirty Water and Scouring

The flushing process of cleaning the interior of the water mains by sending a rapid flow of water through the main is known as scouring. By flushing the water under higher release pressure through the mains, the build-up of sediment will be dislodged.

Council will notify residents of any planned scouring occurring where it is reasonably foreseeable. However, there may be instances during unplanned outages, including water main breaks, where scouring may occur unexpectedly.

If you experience dirty, or discoloured water after a scheduled clean, try running the outside tap for 1-5 minutes until the water clears.

Laundry Stained by Dirty Water

Discolouration of the water supply by materials such as iron and/or manganese may cause a rust-coloured stain on your clothing and linen while washing. If you notice a discolouration in the water from your household taps, it is recommended you do not wash clothing and linens in discoloured water due to the risk of stains.

If discoloured water is present, residents should delay washing clothes. If this is not possible, Council recommends:

- running some water into the machine to check the water colour before washing clothes; and
- checking the water colour before the washing machine reaches the rinse cycle – as it is at this stage that clothes can be stained.

If your load of washing is dirty or stained, you should keep the washing completely wet, and not hang it out. The stain becomes permanent only if the laundry is allowed to dry. If you have a nappy stain remover then the affected washing should be soaked and washed as directed, this can often remove the stains once the water has been cleared.

If your property, including clothes, household furniture or fittings, has been damaged by a dirty water (water discolouration) event, Council will consider, on application, requests to clean, replace or repair the damaged items.

Damaged laundry must be reported to Council as soon as it occurs.

On receipt of a Damaged by Dirty Water request, Council will attempt to clean or repair the items in the first instance.

If cleaning or repair is not possible, replacement of items will be considered. If the items are replaced, the damaged items will become the property of Council.

On receipt of the damaged items and proof of purchase for replacement items, Council will process the reimbursement. The customer will be issued a cheque for the agreed value.

5.3.1.5 Boil Water Alert

In extraordinary circumstances, it may be necessary to issue a notice to potable water customers that indicates the water supply is not suitable for drinking; this is known as a 'boil water alert'. These instances may include detection of contamination in the potable water system, failure of the treatment process (including exceedance of critical control points) or poor raw water quality.

Under Section 22 of the *Public Health Act 2010*, the Chief Health Officer has the power to issue advice, for the benefit of the public, concerning the safety of drinking water and any possible risks to health. This advice may include a boil water alert. Council will issue the advice to the public in such form and manner directed by the Chief Health Officer.

Council may issue a boil water alert of its own accord. However, before issuing a boil water alert, Council will consult with the Public Health Unit (PHU) wherever possible.

Council, PHU, Water Unit and/or Chief Health Officer will consider the following when determining the need for a boil water alert:

- the findings of any water supply system investigation
- results of available water quality data (operational monitoring, field measurements and laboratory testing results)

- whether proper sample collection and analysis techniques were used
- whether samples are representative of water that is actually consumed
- the effectiveness of current treatment (including filtration and disinfection) to respond to the range of potential pathogens
- for a critical control point exception, consider the catchment condition, raw water quality and the likelihood of pathogens entering the drinking water supply
- any complaints about water quality (including taste, odour and appearance) or health. Evidence of illness associated with this water supply and
- the community impact of a boil water alert (including adverse consequences such as scalds) where the cause can be resolved promptly.

Once a boil water alert has been issued, Council will notify customers urgently and will use, where considered appropriate one, or a combination of the following methods:

- letterbox drops and doorknocking
- news releases
- signs on public taps and bubblers
- social media
- variable message boards
- radio announcements
- website and
- email.

Council will also endeavour to contact vulnerable and special customers directly including:

- water carters and consumers who receive carted water
- Schools and childcare centres
- Hospitals, nursing homes and medical facilities and
- Accommodation facilities and caravan parks.

Where possible, Council will consider providing alternate sources of water to affected customers, including bottled water, dependent on the scale and anticipated length of time the boil water alert is anticipated to last.

Council will consult with the PHU before lifting a boil water alert. In lifting a boil water alert, Council will endeavour to communicate the information in the same way the alert was issued.

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 sewerage 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 and/or door knocking

- 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 Certificates

- 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 determination of:

- purposes for which the water can be used
- how the water may be used for these purposes
- times when the water can be used and
- quantities of water that can be used.

Water restrictions are applied in the case of drought or other emergencies, 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 in accordance with the relevant legislation and Council resolution.

Council's POL 26032.1 Water Restrictions Enforcement Policy details the process by which Council will enforce water restrictions.

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

Under the *Local Government Act 1993* and *Local Government (General) Regulations 2021*, 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's postal address differs, an advice will be sent to the property owner(s) and occupier of the pending action.

If Council takes restriction action, by way of installing an orifice plate, reasonable flow for 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 Wise Rules

To ensure 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 minimise water wastage and reduce bills, which apply to everyone who uses water sourced from Council, including residents, businesses and government.

The key rules are:

- All handheld 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 any time, 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 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, Pothole 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. Persons undertaking such works are required to consult with Council's Water and Sewer Business Unit.

5.3.5 Building Over Water Mains

Customers have a responsibility to ensure that construction is not undertaken without approval adjacent to or over our water assets. Council's first position is that structures are not to be constructed over or close to water trunk mains. Each case will however be considered on their merit having regard to POL/26013 Building in the Vicinity of Sewer and Trunk Water Mains.

Any costs associated with rectification works due to damage caused to the asset through the works associated with the illegal or unauthorised building adjacent to or over Council water assets will be at the property owner's expense. Refer to POL/26013 Building in the Vicinity of Sewer and Trunk Water Mains for details.

5.3.6 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 Water Connections – Installation, Maintenance and Metering

5.4.1 Water Service Connections

Applications under Section 68 of the *Local Government Act 1993* 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. Unless otherwise approved, water service pipes from Council's water main are to be installed perpendicular to the water main.

Except in exceptional circumstances, Council will not permit water connections to trunk water mains.

The minimum individual property water service is 20mm for residential lots under 2,000m^2 or where total length of the service pipe is less than 30m and 25mm for residential lots over 2,000m^2 or where the total length of the service pipe is greater than 30m. For residential lots where the total length of the service pipe is greater than 130m or in the case of multi-occupancy dwellings a larger size may be required. The minimum individual property water service for industrial lots is 25mm. Larger meter and specific industrial sizing will be based on operational needs and fire standards; these are typically via a hydraulic consultant's advice or design and/or development requirements.

All pipes, valves, devices and fittings connected to Council's 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 Trunk Water Main Connections

Trunk water supply pipelines deliver bulk water from one part of the system to another, often aided by pumping. As such, trunk mains are larger in diameter than reticulation mains, are not networked and have fluctuating pressures. Trunk mains are considered part of the distribution system, which is designed to accommodate the peak day demand for catchments within the water supply system.

Response and repair times for trunk water main failures can therefore be up to several days depending on the season, which far exceeds Council's level of service obligation. Council is not able to meet level of service obligations for customers serviced from trunk mains for the following reasons:

- Excessive pressure fluctuations caused by pumps starting and stopping, which lead to level of service complaints
- Excessive response and repair times due to larger diameter pipes and complex isolations and
- Long pipelines without networking meaning that service interruptions can disrupt excessive numbers of customers per incident.

As Council is unable to guarantee level of service obligations, Council does not permit properties to be connected to water supply trunk mains.

5.4.1.2 Water Meter Installation

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.

The location of the water meter is to be 1m inside 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 affect 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 Council's water supply system. A person must not connect in any way to Council's water supply system without the approval of Council.

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. However, additional backflow prevention devices may be required depending on the risk of the water user. Refer Section 5.4.3 Backflow and Cross Connection Control.

Council does not allow the installation of temporary water connections in its water supply network.

5.4.1.3 Strata and Multi Occupancy Developments

New Strata and Multi Occupancy Developments

Council requires that each unit or flat in new developments are separately metered. 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 this policy, the relevant Australian Standards and NSW Best Practice. Requirements for connection will be contained within the Section 306 Notice of Requirements which will be issued to the developer upon application.

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. Any requests by the property owner for separate metering will be at the property owner's cost.

5.4.1.4 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 require 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 Council's access to water meters.

5.4.1.5 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 charged 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 developer charges will be levied. This amount would be credited with any previous payments for developer charges and/or annual water access charges.

5.4.1.6 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 developer charges, as approved in Council's 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. It is noted that it is the customers responsibility to obtain approvals for, and construct the necessary works.

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.

5.4.1.7 Water Meter Ownership and Maintenance Responsibility

Council provides and maintains your water meter and will repair or replace it if a fault is detected, or as part of the replacement program at no cost to the owner. If the meter is damaged or tampered with, Council will charge the property owner repair or replacement costs.

Council is responsible for the maintenance of the water main, fittings, water service from the water main up to and including the meter and approved internal meters on private property. This means the property service line, pipes leading from the water main to the water meter and the water meter.

All pipes, taps, fittings and backflow prevention devices on your property that come from the meter, including the boundary garden tap on the meter frame are the responsibility of the property owner.

5.4.1.8 Access to the Water Meter

The property owner must ensure the water meter is accessible to Council or its representatives at all times for the purposes of meter reading, maintenance or replacement.

The meter and the visible pipes connected must:

- be clear of garden plants, trees, shrubs and overgrown grass
- be clear of concrete, retaining walls, fences and garden beds
- maintain a minimum 300mm clearance below the water meter, and
- maintain sufficient distance around the meter to work unimpeded (enough space to attach tools to the meter and turn and bend if necessary).

If you do not provide reasonable safe access to the meter, Council may:

- relocate the meter to a suitable location, at your cost
- require you to remove the obstruction, for example, remove vegetation and excavate around the water meter to provide 300mm clearance
- estimate your usage as per Section 5.2.2 Averaging Water Usage Accounts in this Policy
- require you to read the meter yourself and provide us with the reading however this is not intended to be a long-term arrangement for inaccessible meters or
- seek access at a time suitable to you, which may attract additional charges.

5.4.1.9 Disconnection of Water Services

Council will consider applications to disconnect the water service, if water service is:

- not required (i.e. house burnt down, being demolished, vacant and boarded up)
- being moved to a different location on the property (i.e. due to it being located in a driveway) or
- replaced by an alternate supply that has complied with all applicable health, environmental and council regulatory requirements (evidence must be provided at time of application).

Council will not disconnect water services if there are still occupants of the building/residence. Council may restrict flow, by way of installing an orifice plate, at the request and cost of the property owner in these instances.

Council's preference will be installing a lockable stop valve (if none already exists) to prevent water theft. This will be at the cost of the property owner. Council will only consider prevention of water theft by removal of the water meter entirely in exceptional circumstances.

You must not remove a water meter or the meter frame from your property.

5.4.1.1 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.

5.4.1.2 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.

5.4.2 Fire Services

5.4.2.1 Fire Services

Council's water mains are usually 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 Council's 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 Council's 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 Bridge or NSW Rural Fire Service, as relevant.

5.4.2.2 Installation of Fire Services

Council is responsible for the following, in the design and construction of a fire service:

- providing the main tapping, tee and valve in accordance with the feasible hydraulic design and/or calculations submitted to and approved by Council's Water and Sewer Development Engineer, at the cost of the developer; and

- suppling and installing an appropriately sized bypass meter, in accordance with the hydraulic design and/or calculations, at the cost of the developer, where required.

The developer and/or property owner is responsible for the following, in the design and construction of a fire service:

- submitting the hydraulic design and/or calculations for the fire service to Council's Water and Sewer Development Engineer for approval; and

- engaging a licensed contractor to install the remaining elements of the fire services to be compliant with the required Australian Standard.

Council does not allow the installation of in-ground hydrants on private property.

5.4.2.3 Metering of Fire Services

Water metering of fire control services will be assessed on the type, size and use of the development. Typically:

- Hose Reel Services must be connected to a metered service (refer to the Plumbing Code of Australia 2019). 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.

- Designated Fire Hydrant Services must be fitted with an Australian Standard approved Double Check Valve Assembly (DCVA) and an appropriately sized bypass water meter and constructed in accordance with the relevant Australian Standard.

- Residential / Home Fire Sprinkler Services designed under AS2118.4 or AS2118.5, which utilise a low volume of water, must be fitted with an Australian Standard approved DCVA and an appropriately sized bypass water meter and constructed in accordance with the relevant Australian Standard.

Use of unmetered fire services for non-fire related purposes is considered water theft.

Mechanical metering of fire services is prohibited, while digital metering of fire services is permissible in accordance with the relevant Australian Standard.

5.4.2.4 Designated Fire Hydrants and Sprinkler Services and Low Flow Bypass Meters

Water connections dedicated to designated fire hydrants and/or fire sprinkler systems must have a DCVA with a minimum 20-25mm diameter bypass meter fitted.

The DCVA shall be installed inside the property boundary as close as possible to the connection of the water main, and prior to any suction/booster assembly.

Only bypass meters, that are part of a prefabricated dual check valve assembly incorporating a bypass meter and backflow prevention to the Australian Standard are

permitted to be installed by licensed contractors, on approval by Council Water and Sewer Business Unit.

All low flow bypass meter installed by private licensed contractors are to be inspected by Council's Water and Sewer Business Unit for the purpose of recording meter details for billing only.

5.4.2.5 Use of Fire Services

The supply of water from a fire service for any purpose other than firefighting or testing of firefighting equipment is not allowed and will be considered as water theft.

5.4.2.6 Low Flow Bypass Metering and Accountability

The low flow bypass meter on a fire service is monitored by Council. If excessive flows are detected, a site inspection of the property will be carried out by a representative of Council's Water and Sewer Business Unit. These site inspections may reveal misuse, leakage, required fire system testing or may be the result of actual firefighting use.

The accounts of individual properties may be adjusted to reflect the true amount of water supply used on the development. The calculation for water used may be determined through estimation.

5.4.2.7 Ownership and Maintenance Responsibilities for Fire Services

Council has ownership and is responsible for the maintenance of the fire service connection up to and including the isolating valve at the water main; that is the water main, tee and isolating valve.

The property owner has ownership and is responsible for the maintenance of the fire services, pipelines and fittings from the isolating valve.

The owner of the fire service must lodge an annual "Backflow Prevention Device Inspection, Testing and Maintenance Report" in accordance with this Policy for the service to be considered a Fire Service.

5.4.3 Backflow and Cross Connection Control

5.4.3.1 All Properties

Each property owner is responsible for their property complying with the Backflow and Cross Connection Control section of this policy. The property owner is to ensure all backflow prevention devices installed comply with the policy.

The backflow prevention device required for each application will be identified by the hazard rating detailed in AS/NZS 3500.1 Section 4 Table 4.1, as well as Appendix F Tables F1, F2 and F3 of the standard. Assessment of the hazard rating is at Council's discretion.

The property owner is responsible for installation of the appropriate backflow prevention devices on any property that has a high or medium hazard rating as set out in AS/NZS 3500.1 Section 4. The customer must engage an accredited backflow

prevention plumber to install the backflow prevention device and submit the record of installation to Council.

Where a new treated water service is to be connected on properties with high or medium hazard ratings the property owner must provide certification of the installation of a backflow prevention device complying with AS/NZS 3500.1 by an accredited backflow prevention plumber prior to Council making treated water available at the property.

Where the hazards are unknown for a property, the hazard rating will default to high, requiring the installation of a device appropriate for that hazard rating. If the hazard rating varies due to multiple processes or multiple tenants, the highest hazard rating must be applied.

5.4.3.2 Domestic Properties

All domestic meters will have a dual check valve device as a minimum requirement. These are incorporated within the water meters provided by Council for 20mm and 25mm meters. These are assumed to provide a sufficient level of protection for domestic activities. Larger meters will require separate devices.

Additional backflow controls may be required for residential properties that have a risk of cross contamination of water supplies i.e. where Council's potable water supply is used to fill a rainwater tank. Refer Section 5.4.3.5 Cross Connection Control.

5.4.3.3 Existing Properties without Backflow Protection

In cases where Council becomes aware that an existing connection does not have sufficient backflow prevention protection, Council may instruct the property owner to comply with this policy within fourteen (14) days of receipt of Council's notice.

If the property owner fails to comply with Council's notice, Council's plumber may enter the property, under Sections 191, 191A or 192 of the *Local Government Act 1993*, and install a suitable backflow prevention device in accordance with AS/NZS 3500.1 Section 4.

All costs incurred by Council taking this action will be billed to the property owner.

5.4.3.4 Compliance and Reporting

Council will maintain a compliance register of installed testable backflow prevention devices fitted on high and medium hazard properties. Council requires:

- Accredited backflow prevention plumbers to install all backflow prevention devices. Only an accredited plumber may commission and test these devices
- All testable backflow devices to be registered with Council and tested on installation
- All testable devices to be tested on an annual basis, with testing carried out by an accredited backflow prevention plumber and

- The accredited backflow prevention plumber to submit the Certificate of Compliance for each backflow prevention device tested to Council for inclusion in the register.

The property owner is responsible for the installation, maintenance and certification of backflow prevention devices on their property in accordance with AS/NZS 3500.1.

Where the customer fails to provide the certification of backflow prevention devices, Council may undertake one or more of the following:

- Issue reminder notice(s) to the customer
- Test and certify the device and
- Disconnect the water service if Council believes that the hazard presented by the activities on the property presents an unacceptable risk to the water supply. This action is to prevent the possibility of the property contaminating the treated water supply.

All costs incurred by Council taking these actions will be billed to the property owner.

5.4.3.5 Cross Connection Control

Property owners may need to install a backflow prevention device as part of their connection to Council's 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 2019* and Australian standard AS 3500.

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.

5.5 Development Matters

5.5.1 Water and Sewer Role in Development

Council, as the Water Supply Authority as described under the *Water Management Act 2000* have the following responsibilities concerning building and land development within the Singleton Local Government area:

- Determining if the proposed site can be adequately serviced by Council's water and/or sewer infrastructure
- Ensuring the proposed development doesn't affect existing water and sewer supply systems, including the capacity to maintain current levels of service
- Providing compliance under the *Water Management Act 2000* (s305, s306 and s307) and *Local Government Act 1993* (s64 and s68) and
- Ensuring development meets the standards set out in Council's Technical Specifications for water and sewer supply systems.

The development assessment process by Council's Planning and Environmental Services Group will continue to address all aspects of development other than water and sewer services. Advice from the Water and Sewer group is only relevant to water and sewer matters, and it is the responsibility of the Developer to integrate this into the project scope and timelines and/or address other requirements of development. Council strongly recommends all developers consult with the Duty Planner and/or undertaking a Pre-Lodgement meeting prior to submitting an application.

5.5.1.1 Certificate of Compliance under the *Water Management Act 2000*

If a development is proposed in the Singleton Local Government Area and the result will impact Council's water and/or sewerage systems, Council's Water and Sewer Business Unit will assess the application in accordance with the requirements of Sections 305, 306 and 307 of the *Water Management Act 2000* and associated regulations.

The developer is required to make an application under Section 305 to which Council will issue a Section 306 Notice of Requirements letter, which sets out the requirements that must be satisfied in order to achieve a Section 307 Certificate of Compliance. Completion of the required works and payment of the required fees must be satisfactorily completed prior to the issuing of a Certificate of Compliance under Section 307 of the *Water Management Act 2000*.

This includes Exempt and Complying Development.

The Building Plan Assessment process determines if a Section 305 Application for a Section 307 Certificate of Compliance is required.

The Section 306 Notice of Requirements letter may include a number of different conditions, applications and/or approvals depending on the nature of the development. This may include additional approvals such as *Building In The Vicinity Of Sewer And Water Trunk Mains,* or applications for water connections, or other conditions. Each requirement will need to be met at a particular stage of the development process, and

a Section 307 Certificate of Compliance can't be issued by Council until all requirements are satisfactorily met. It is the customers responsibility to rectify any issues arising from failure to complete the Section 306 requirements.

5.5.1.2 Building Plan Assessment

If you are building, renovating and/or developing land in Council's water and sewer supply area, the development requires assessment by Council's Water and Sewer Business Unit.

This assessment determines any impact the development will have on Council's water and sewer infrastructure and if additional approvals are required, such as building over or adjacent to sewer infrastructure or a certificate of compliance under the *Water Management Act 2000*.

This includes Exempt and Complying Development.

5.5.1.3 Privately Certified Development

Privately certified developments require, as a minimum, a Building Plan Assessment by Council's Water and Sewer Business Unit prior to the determination of the development to determine any impacts and conditions associated with Council's water and sewer assets. These developments may require additional approvals from Council's Water and Sewer Business Unit depending on the outcome of the Building Plan Assessment.

5.5.2 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 3.5 metres, unless otherwise advised by Council. To allow for future relocation or replacement the pipeline is to be located off-centre preferably 1 metre from either edge 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 unless under extenuating circumstances. 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.

5.5.3 Section 64 – Developer Charges

Council, as the Water Supply Authority as described under the *Water Management Act 2000*, and pursuant to Section 64 of the *Local Government Act 1993*, may levy fees or require particular water management works to be delivered as a condition of approval for connection of developments to the water supply network.

Fees levied under Section 64 of the *Local Government Act 1993,* referred to as a developer 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, Water 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 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*, which details the water supply developer charge 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 developer contributions 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 Developer Charges are also known as headworks charges, developer charges, developer contributions or other similar terms.

5.5.3.1 Calculation of Section 64 Developer Charges

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

Standard residential lots (lot size 450m^2 to 2,000m^2) are assumed to have an initial water ET loading of one ET, while larger or rural residential lots (lot size greater than 2,000m^2) 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's Section 64 Determination of Equivalent Tenements Guidelines.

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.

Small home-based businesses are considered exempt from developer charges where the business is a casual operation and has an additional loading of less than 1ET.

5.5.4 Augmentation of Water Supply Systems

Where a development is required by condition of Section 306 Notice of Requirements to augment water supply infrastructure the following conditions will apply:

- the design of the augmentation works required shall be based upon Council's Technical Specifications;
- at the direction of Council, the developer will be required to complete a site-specific Developer Servicing Strategy to determine the optimal configuration and staging of water and sewer infrastructure for a particular development and taking into account neighbouring developments that may reasonably connect. Council will review the strategy and may request modifications prior to approving it. A Developer Servicing Strategy is likely required in the following circumstances:
    - land remote from or on the fringe of existing water and/or sewer network(s) and/or where the most suitable point of connection to the existing network requires further investigation
    - large developments requiring new and/or augmented mains, pumping stations and reservoirs (typically with high water demand and/or sewer loadings) or
    - land elevated above existing supply limits where pressure boosting and/or maintenance may be required (e.g. by way of new reservoirs and/or pump stations) or
    - Land not specifically covered by current strategies or plans or
    - Where new infrastructure will service multiple potential developments in the future.
- 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 Developer Charges is required, the design and the value of the work shall be approved and offsets agreed upon by Council prior to the work commencing. Generally Council does not undertake works on behalf of developers
- 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.

5.5.4.1 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.

5.5.4.2 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 and connection to Council's network. This is at the developers cost.

5.5.4.3 Isolation to Facilitate Connection of New Developments

Following completion of disinfection and pressure testing, developers must apply and pay the appropriate fees, as defined in Council's adopted fees and charges, to facilitate the connection of new developments/infrastructure to existing Council infrastructure. 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. It is prudent to allow 4 weeks for this work as isolations can involve impacts to the network remote from the site. 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.

5.5.4.4 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.

5.5.5 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. The developer will be required to pay a service disconnection fee and apply for and pay for service connection fees to service the development lots.

5.5.6 Development Impacting Existing Water Assets

Where a development will negatively impact on Council's existing water assets, for example the relocation of a road, utility or installation of a pool, it is the responsibility of the developer to Consult with Council's Water and Sewer Group for advice. The Developer may be required to replace and/or relocate Council's assets at the

developer's cost. Assets replaced and/or relocated will need to meet Council's current Technical Specifications. The water assets created as a result of the relocation will revert to the ownership of Council as per Section 59(a) of the *Local Government Act 1993*.

Where a development may require use of existing assets, Council may request the developer to undertake an asset condition assessment to ensure the asset(s) are fit for purpose and will not be detrimentally impacted by the development. It is the responsibility of the developer to undertake these investigations at the developer's cost and provide the condition assessment to Council for assessment.

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

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 2021
- Water Management Act 2000 and Water Management (General) Regulation 2018
- Water NSW Act 2014 and Water NSW Regulation 2013 and Water (Part 2 – General) Regulation 1997
- Plumbing and Drainage Act 2011 and Plumbing and Drainage Regulations 2017
- Public Health Act 2010 and Public Health Regulation 2012
- Fluoridation of Public Water Supplies Act 1957 and Fluoridation of Public Water Supplies Regulation 2017

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 (2019)
- 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 (2011)
- Code of Practice for Fluoridation of Public Water Supplies (2018)
- 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)
- Water Directorate – Easement Guidelines (2015)
- 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 in the Vicinity of Sewer and Trunk Water Mains
POL/26005	Policy – Discharge of Liquid Trade Waste to Sewerage System
POL/1066	Policy – Water Carters
POL/26032	Policy – Water Restrictions Enforcement
POL/26015	Development Services Plan – Water and Sewer Supply Systems
21/25692	Technical Specifications – Design and Construction – Water Infrastructure – November 2020
	Singleton Council Operational Plan (Annual)
	Singleton Council Fees and Charges Schedule (Annual)
21/27507	Drinking Water Management System (DWMS) –2021
21/77057	Delegations Register – Water and Sewer

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 officers may provide support and advice on this policy:

- Manager - Water and Sewer
- Coordinator - Water and Sewer – Utilities Engineering
- Coordinator - Water and Sewer – Delivery
- Coordinator – Water and Sewer – Strategy and Compliance
- Water and Sewer – Development Engineer

9 Responsibilities

Parties or Persons	Responsibilities
General Manager	• Determine Level 4 Community Service Organisations • Determine appropriate action for breaches of policy
Manager Water and Sewer	• Ensure compliance of policy and all relevant procedures and supporting documents are current and communicated to all relevant stakeholders. • Determine all claims under Section 5.2.1 Concessions and Rebates – Concealed Water Leaks • Review policy regularly to ensure currency of principles
Manager Development and Environment	• Consider principles of the policy when assessing development and Section 68 applications and providing advice to customers.
Financial Controller	• Implementation and management of Concessions and Rebates • Assessment of levels and suitability for Community Service Organisations annually prior to issue of rates and charges notices. • Ensure compliance of Concessions and Rebates
Coordinator – Water and Sewer – Delivery	• Assess applications for plumbing reimbursements
Water and Sewer Development Engineer	• Assess developments in accordance with the principles of this policy • Levy Section 64 Developer Charges in accordance with this policy
Utilities Engineer – Process	• Ensure compliance Drinking Water Quality Management System requirements and develop associated procedures.
Liquid Trade Waste Officer	• Compliance with Backflow Prevention and Cross Connection Control registration and testing
Treatment Plant Operators	• Comply with requirements Drinking Water Quality Management System
Water and Sewer Staff	• Ensure understanding of principles of the policy and all relevant procedures and supporting documents

Parties or Persons	Responsibilities
	• Undertake all duties in accordance with the policy and supporting procedures in a safe manner.
GIS Business unit	• Ensure accurate mapping available, showing all relevant sewer infrastructure.
Frontline Staff	• Awareness and understanding of principles of the policy. • Consider implications when discussing or dealing with customers or Council matters relating to building, renovating or developing land and sewer services.

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 every four (4) years to ensure that it meets legislative requirements.

In accordance with Section 165 (4) of the *Local Government Act 1993*, this policy will be reviewed within one year of the election of every new Council.

13 Last Review Date

This policy was last reviewed in April 2022.

14 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* and will retain confidentiality and privacy in accordance with *Privacy and Personal Information Protection Act 1998* and Council Policy. Council is required to release certain information in accordance with *Government Information (Public Access) 2009*.

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

15 Breaches and Sanctions

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

16 Document History

The below table provides a summary of changes and amendments to this document.

Version	Date Amended	Author	Comment (e.g. reasons for review)
3	May 2022	Manager Water and Sewer	• Biennial review • Inclusion of fees for isolations to connect developer-provided infrastructure to Council's existing infrastructure • Including of requirements for developments impacting existing water assets • Added document history • 5.2.1 – Concealed Leaks clarification