

1. Purpose

This Policy is to provide clear guidance to Council officers receiving requests from ratepayers for water connections and/or water meters to a ratepayer's property.

- Protect the health and safety of the community by ensuring appropriate water and sewerage connection standards and procedures;
- Ensure water infrastructure is suitable to support future growth;
- Inform customers of the Network Connection Areas;
- Inform customers of the procedure for connecting to the water network; and
- Inform customers of development requirements.

2. Scope

This Policy outlines the principles and guidelines for which Council officers will administer requests from the public for installation or upgrade to all water meters in the Hinchinbrook Shire.

The Water Connections Policy applies to any business or person who intends to connect to, or disconnect from, Council's water infrastructure. The specific issues and activities governed by this Policy are:

- The Declared Water Service Area;
- Procedures for connecting to Council water networks from inside the connection areas;
- Disconnection from the water networks;
- Connections outside the connections area;
- Temporary potable water connections;
- Modifications and extension requirements;
- Development requirements; and
- Metering and sub-metering requirements. The Policy addresses the water supply connection areas as well as new and existing connections outside the service area.

3. Responsibility

Chief Executive Officer

The Chief Executive Officer has overall responsibility for the implementation and execution of the Policy.

Directors, Managers and Team Leaders

Directors, Managers and Team Leaders are responsible for making known the required standards and for enforcing these in accordance with this Policy.

4. Definitions

Approved Certifier is any person who performs or supervises fire protection work and holds any of the following:

- A fire protection occupational licence issued under the *Qld Building and Construction Commission Act*, which authorises the licensee to personally carry out the work (as an employee or sub-trade contractor only);

- A contractor's licence issued under the *Qld Building and Construction Commission Act* that authorises the licensee to personally carry out the work (under the contract for a builder or consumer); or
- A licence, registration, or authorisation under an Act, other than the *Qld Building and Construction Commission Act*, that authorises the person to personally supervise or carry out the work (for example, an occupational licence issued under the *Plumbing and Drainage Act 2002*).

Billing Period is as defined in the *Water Supply (Safety and Reliability) Act 2008*.

Body Corporate is as defined in the *Body Corporate and Community Management Act 1997*.

Connection is as defined in the *Water Supply (Safety and Reliability) Act 2008*.

Connection Point is the consumer side of Council's water meter, excluding any and all downstream pipework and fittings.

Council is the Hinchinbrook Shire Council.

Declared Water Service Area is as defined in the *Water Supply (Safety and Reliability) Act 2008*.

Fire Service is as defined in the AS 3500.

Master Meter is a single meter that measures usage to the entire property.

Maximum Permissible Error (MPE) is 5% (+ or -) of the actual quantity of water passing through a meter.

Meter is as defined in the *Water Supply (Safety and Reliability) Act 2008*.

Meterable Premises is as defined in the Queensland Plumbing and Wastewater Code.

Non-Standard Connection requires that a private works application must be submitted to obtain a quote for Council to undertake any of the following non-standard connections:

- Provide a connection when there is no existing water service infrastructure for the property;
- Provide a connection greater than 20mm;
- Provide a connection to water infrastructure for multi-residential or multi-tenancy property;
- Provide dedicated connection for a fire service;
- Relocate, raise or lower a water meter; and
- Other miscellaneous work as approved.

Standard Connection is 20mm water meter connected to existing water service infrastructure.

Sub-meter is a meter installed downstream of a Master Meter to measure the water usage to individual dwellings, units, tenancies or premises.

5. Policy

5.1 Declared Water Service Areas

Declared water service areas are the locations in which Council supports drinking water connections to its infrastructure in accordance with this Policy. Allotments within the declared water service areas have the right to connect to the service, and a responsibility to pay associated service charges.

A copy of the existing Declared Water Service Area Maps are available on Council's website.

5.2 Metering of Premises

- Pursuant to Section 35 of the *Water Supply (Safety and Reliability) Act 2008*, Council requires a meter to be installed at all premises that have an approved connection;



- Potable water supply connections are prioritised for residential and commercial usage and human consumption;
- To ensure water security and existing infrastructure can meet Council's defined Customer Service Standards without the need for significant infrastructure upgrades outside of planned growth, Council retains the right to refuse requests for non-standard connections. Council must ensure it maintains the level of service in terms of flow and pressure that is provided to all customers;
- Connections for farming such as irrigation or consumption by animals will only be provided with a standard 20mm connection and shall have high hazard level backflow protection;
- For clarity this Policy does not preclude rural/residential houses which are set a long distance back from the Council water mains supply and require or request larger water meters in order to minimise their head loss at the point of consumption;
- Installation of the meters will be carried out by Council under a standard connection or private works agreement;
- Only one connection will be provided to each allotment;
- Connections for a fire service are to be sized by the property owner's hydraulic consultant and installation will be carried out by Council under a private works agreement;
- Multiple dwellings or multiple tenancy properties will be provided with one metered connection and shall have one sub-meter per dwelling or tenancy; and
- Requests for water connections outside of the declared water supply area, if approved, will be carried out under a private works agreement and full cost recovery.

Meter Reading and Billing

Council will read meters half yearly and issue a water usage notice to the owner of the premises.

Faulty or Broken Meters

- Council is responsible for the cost to repair or replace meters that are faulty due to deterioration or general wear and tear; or
- If a meter is damaged by the careless or deliberate acts of an owner or occupier, they must enter into a private works agreement with Council, for Council to repair or replace the meter at their expense.

Meter Testing

An owner or occupier may request Council to undertake a Water Meter Verification Test (at the owner or occupier's cost) if they are concerned their meter is faulty. If the test determines the water meter is over-recording:

- the testing fee will be refunded;
- the meter will be replaced at Council's cost; and
- the associated water usage notice will be adjusted by estimating the amount of water supplied i.e. the lesser figure calculated by the:
 - average daily consumption for the previous billing period applied to the current period; or
 - average of the usages during the corresponding billing periods in the previous three rating periods.

A meter is deemed to be accurate if it is working within the MPE.



Where a meter is deemed to be under-registering by more than five percent, Council reserves the right to recalculate water consumption and bill accordingly.

Disconnection of Meter for Testing

Council may at any time temporarily disconnect a meter for the purposes of maintenance or determining its accuracy.

Replacement of Meters

Council may at any time replace a meter/s for the purposes of ensuring that meters are maintained and work within the MPE.

5.3 Temporary Water Connections

Utility Services may grant approval to temporarily connect to its' water and sewerage infrastructure under the *Water Supply (Safety and Reliability) Act 2008*, Division 5, Part 7, and Section 191.

If a customer wishes to access drinking water using a mobile temporary connection (via a fire hydrant), a metered hydrant standpipe can be hired from Utility Services.

Council also have designated domestic water filling station site/s for the purpose of providing drinking water. Only approved and registered operators who hold a food license for the purpose of delivery of drinking water can access these sites. Terms and conditions of approval and location of filling stations can be found on Council's website.

Where a developer requires a temporary connection to service domestic amenities during development construction stages, an application must be made in writing to the Utility Services Department.

5.4 Disconnections

There are two types of disconnections, temporary and permanent.

Temporary disconnections are where the existing water connection is required to be disconnected so that the property can undertake construction for a new development within the property. This is required to protect Council infrastructure from damage or illegal discharge. Once the construction has been completed, the water and/or sewerage connection may be made live again.


Permanent disconnections are where the existing water and/or sewerage connection is required to be disconnected and a new connection planned to be installed at either a different location or to a different size as part of the development.

Where an existing property service connection to Council water infrastructure is no longer required, the disconnection may be completed by one of the following options:

- a) Temporary disconnections shall be disconnected and mechanically sealed on the property side of the water meter by a licensed plumber. This type of disconnection does not require notification or application to Utility Services; or
- b) Permanent disconnections shall be disconnected at the point of connection to Council water main by Council. Disconnections work will be undertaken under a standard connection application and fee for a 20mm service or a private works agreement for all other disconnection works.

6. Legal Parameters

- *Body Corporate and Community Management Act 1997* - Sections 10, 20, 195;
- *Queensland Building and Construction Commission Act 1991*;
- *Water Supply (Safety and Reliability) Act 2008* - Sections 676:
 - Chapter 2, Part 3, Divisions 2 and 3;
 - Chapter 2 Part 4 Divisions 4 and 6; and
 - Chapter 2 Part 5 Divisions 2-4.

DOCUMENT HISTORY AND STATUS						
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