

Policy No. PP007

Water Service Connection Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board 05 September 2024	Resolution No. 16/084, 21/098, 23/006, 24/075
Policy Responsibility General Manager	
Review Timeframe 4 yearly	
Last Review 05/09/2024	Next Scheduled Review September 2028

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
	21/12/2018	6.2.4 Service Connections to be served directly from GWCC water mains 6.2.5 Service Connection to Multiple Residential Units
	13/12/2019	6.2.1 Non Residential Rural Connection addition of approval for private infrastructure in Road Reserves and Rail Corridors. Reformatting of existing clauses.
	February 2020	6.2.1 Removal of 2km limit for connections. Added clause requiring applicant to enter into legally binding agreement.
	October 2021	Added clauses 6.3 Disconnection conditions and 6.4 Temporary Connections
	February 2023	Addition of Clause 6.2.6 Connections to Leasehold Land and 6.3 Isolation Valves on Customer's side of meter
	August 2024	Addition of Clause 6.2.7 Concessions and Donations to Community Groups and Service Organisations, as per previous Council Resolution 00/046

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

Related Legislation	Local Government Act 1993 NSW Local Government (General) Regulation 2005
Related Policies	Backflow Prevention Policy Developer Charges Policy Debt Recovery and Hardship Policy Drinking Water Management System

<p>Related Procedures, Protocols, Statements and Documents</p>	
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3 PURPOSE

To ensure all connections to the Goldenfields Water County Council (Goldenfields Water) water supply network conform to requirements and that property owner's responsibilities are clearly defined.

4 SCOPE

This policy applies to all new water service connections. This policy also applies to all water service connections where disconnection may occur.

5 DEFINITIONS

Service Connection – The point of connection between the customer's internal plumbing and the Goldenfields Water water supply network separated by a water meter.

Equivalent Tenement – (ET) The demand or loading a development will have on infrastructure in terms of the water consumption for an average residential dwelling or house.

Residential Service Connection – A connection made to Goldenfields Water's urban infrastructure which is serviced by a reservoir via a distribution network and the main use is for residential accommodation (but not a hotel, motel, guest house, boarding house, lodging house, or nursing home). The connection is based on an equivalent tenement of 250 kl pa.

Non-Residential Rural Service Connection – A connection made to Goldenfields Water's rural infrastructure which is located outside the urbanised areas and is serviced directly from the water main and the water is used for stock and domestic requirements. The connection is based on an equivalent tenement of 250 kl pa.

Non Residential Other Service Connection – A connection made to Goldenfields Water's urban or rural infrastructure for the purpose of supplying water to commercial/industrial business, community holdings, and other remote and direct connections to mains outside of urbanised areas where there is no commercial rural activity.

Non-Residential High Volume Monthly Service Connection - A connection made to Goldenfields Water's urban or rural infrastructure for the purpose of supplying water to commercial / industrial business, community holdings, and institutions with usage of 50,000kl pa and above.

Fire Service Connection – A connection made to Goldenfields Water's urban or rural infrastructure that is connected solely to firefighting apparatus i.e. fire hydrants, fire hose reels, water storage tanks dedicated to fighting fires, and fire sprinkler systems.

Backflow – The unplanned reverse flow of water or mixtures of water and contaminants into the reticulated water supply system.

Backflow Prevention Containment Device – A device fitted at the property boundary to prevent the reverse flow of potentially polluted water into the drinking water system.

Permanent Disconnection – Where the water service connection is either completely removed, or permanently terminated or permanently isolated from the water supply.

Temporary Disconnection – Where the water service connection is isolated, by the physical locking off from the water supply.

Temporary Service Connection – A connection made to Goldenfields Waters' urban or rural infrastructure for the purpose of supplying water for the purpose of construction, emergency, or such other non-permanent uses.

6 WATER CONNECTIONS

A connection will be supplied subject to the following conditions. The following conditions also applies to all water service connections where disconnection may occur.

6.1 General Conditions

1. An application is made and all application fees paid.
2. Investigations show there is infrastructure in the area and it is adequate to support the connection*.
3. Infrastructure charges have been paid in accordance with the Current Goldenfields Water Operational Plan.
4. Suitable backflow prevention containment device is fitted.

* Goldenfields Water may allow developers or property owners (at their own cost) to extend or upgrade infrastructure to allow connection(s).

6.2 Special Conditions

6.2.1 Non Residential Rural Connection

1. Applications for non-residential rural will be assessed on a case by case basis and charged in accordance with Goldenfields Water fees and charges policy.
2. The applicant will be required to enter into a legally binding agreement which sets out the general conditions for the connection.
3. The applicant will be required to store a minimum 3 day average water requirements or 20,000 litres whichever is greater.
4. Backflow prevention containment device must be fitted at the meter, in accordance with Goldenfields Water's Backflow Prevention Policy.
5. Non-residential rural properties cannot be connected to urban infrastructure.
6. The connection will be supplied directly above a suitable Goldenfields Water main.
7. It will remain the applicant's responsibility to augment from the connection.
8. If applicant's water infrastructure is intended to pass through any Road Reserve or Rail Corridor, the applicant is required to arrange their own approval(s) which must be provided.
9. If applicant's water infrastructure is intended to pass through neighbouring properties, the applicant must obtain a signed consent from the neighbouring property owner(s) and provide a copy to Goldenfields Water.*

*Note: Goldenfields Water recommends the applicant seek an easement to prevent future issues if the neighbouring property is sold. GWCC will take no responsibility for and have no involvement in matters relating to landowner consent.

6.2.2 Non Residential Other / Non Residential High Volume Monthly

1. Developer Infrastructure charges will be calculated based on anticipated number of equivalent tenements.
2. A backflow rating will be given based on intended activities carried out within the property boundary

6.2.3 Fire Service Connection

1. Storage tanks meeting the requirements of AS 2304-2011 must be installed
2. Connections will be fitted with a double detector check valve and bypass meter
3. If Goldenfields Water suspects the fire service is being used for any other purposes the appropriate usage charge will be forwarded to the client.

6.2.4 Service Connections to be served directly from Goldenfields Water's Water Main

1. All new water service connections are to be served directly from a Goldenfields Water main as set out in the current Plumbing Code.
2. The cost of any water main extension required to enable compliance to **6.2.4.1** is to be met by the applicant.
3. Reasonable and cost-effective opportunities are to be taken to eliminate outdated metering and service arrangements within Goldenfields Water supply area.

6.2.5 Service Connection for Multiple Residential Units

1. Where it is impracticable, to lay multiple Service Connections to individual residential dwellings within Strata, Neighbourhood, Community or like development, Goldenfields Water at its sole discretion, may permit larger metered service connection(s) to be installed at the property boundary to supply more than one dwelling.
2. The applicant is to propose the property boundary service size for Goldenfields Water's approval.
3. In all cases, the owner / body corporate will remain responsible for all internal property plumbing required beyond the property boundary water meter(s).
4. The applicant is to accommodate (at their own expense) provision for a standard 20mm Goldenfields Water meter to each individual dwelling.
5. Goldenfields Water will be responsible for all water meters.
6. Internal firefighting requirements are to be addressed separately.
7. Backflow requirements will be assessed on an individual development basis. As a minimum each property boundary meter requires a separate dual check valve.

6.2.6 Connections to Leasehold land

1. In circumstances where tenants of Leasehold Land, being land that is leased to a person or company by the relevant State (as the Crown), are deemed to be responsible for the payment of access and consumption charges, the tenant is required to pay a deposit equal to the current Developer Infrastructure Charge before receiving a connection

2. Council will issue invoices for relevant fees and charges to the tenant
3. Council will, upon any such connection being disconnected (and disconnection fees paid) or transferred, refund the deposit after deducting all outstanding amounts owing to Council

6.2.7 Concessions and Donations to Community Groups and Service Providers

The following concessions and donations shall be applied:

1. All constituent general purpose councils - a donation equal to the value of access charges levied on the first connection to any “community” land, together with any connections within road reserves (where such connection is used for public beautification) and crown reserves (where such reserves are not leased or otherwise subject to restrictions on public access);
2. All serviced premises owned by recognised churches - a donation equal to the value of access charges for any connection which serves, in whole or part, a place of public worship, residence occupied by a minister of religion and/or member of a recognised religious order, and/or welfare facility operated by that church.
3. All serviced premises owned (or held in trust) and used by the following community organisations, together with others which may be accepted from time to time - a donation equal to the value of access charges for any connection which serves premises primarily utilised to further the objectives of such organisation.
 - a. Scouting & guiding movement
 - b. Rescue and disaster response groups
 - c. Masonic lodges
 - d. Community halls/recreation facilities
 - e. Country Womens’ Association
 - f. Red Cross
 - g. Local history societies/museums
 - h. Local senior citizens’ group
 - i. Agricultural showgrounds
4. Premises operated by other organisations - such concessions as may be approved by Council from time to time.

6.3 Isolation (stop) valves on customer side of meter

1. Isolation valves installed on Council’s side of the meter should only be operated by Goldenfields Water staff or authorised persons working on behalf of Goldenfields Water.
2. Customers wishing to isolate water supply on their property are required to use an isolation valve (stop valve) located on the customers side of the meter assembly. The Local Government (General) Regulations 2021 clause 152(2) requires the owner of the premises to have an isolation valve installed within their premises.
3. It is noted that some historical connections exist that do not have an isolation valve located on the customer side of the meter. Where Council attends a premises and identifies an isolation valve is not present on the customers side of the meter, Council will write to the owner advising of the need to have an isolation valve installed by a licensed plumber.

7 DISCONNECTIONS

Notwithstanding Goldenfields Water's ability to disconnect water services to a property for non-payment of a water account, Goldenfields Water from time to time receives requests for either the temporary or permanent disconnection of a property's existing water service connections from Goldenfields Water's supply. Disconnection will be under the following conditions:

7.1 Voluntary Disconnection

7.1.1 Disconnection Options

Consumers seeking disconnection of their service are to be given the option of:

1. Permanent Disconnection – Once disconnection occurs, properties will no longer be levied Access Charges, however properties in Goldenfields Water's Urban areas, created by way of sub-division after 01/07/2011 will be levied a Vacant Land Charge.
2. Temporary Disconnection - in which case Access charges will continue to be payable for the whole period of disconnection.

7.1.2 Application and Approved Fee

Voluntary disconnection will proceed following an application being made on Goldenfields Water's Approved Disconnection Form, and the payment of the Disconnection Attendance Fee.

7.2 Debt Recovery Disconnection

Goldenfields Water reserves the right to disconnect the water supply at any stage of the debt recovery process, at the discretion of Council (refer to PP016 Debt Recovery & Hardship Policy).

7.3 Electrical Earthing to Internal Water Supply Pipe

The property owner is responsible for ensuring that the correct earthing (refer AS3000 and AS3008) of any electrical installation or appliance connected to the internal water supply piping is operating correctly. The removal of either water service connection or water meter as part of any disconnection, will sever any physical link between the property's water supply and Goldenfields Water's water supply system. A licenced Electrician may need to inspect the earthing and verify that the installation will continue to comply with all relevant codes after disconnection.

7.4 Reconnection of Previously Disconnected Property

1. There is no guarantee implied or otherwise provided that a Permanently Disconnected property at some future time will be offered a water service connection.
2. If such future offer is made, then any future reconnection of a Permanently Disconnected property will result in the relevant new Connection Charge and Developer Infrastructure Charge.
3. Goldenfields Water will reconnect a Temporary Disconnected property, following a request by the property owner for reconnection and payment of the relevant Reconnection Fee.
4. Any reconnection of a property subject to Debt Recovery requires compliance with Goldenfields Water's PP016 Debt Recovery & Hardship Policy.

8 TEMPORARY CONNECTIONS

Goldenfields Water may be willing (dependent on the circumstances) to provide Temporary Service Connections for the purposes of construction, emergency or such other non-permanent uses as may be approved.

1. Temporary Service Connections will not generally be made available on a continuing basis to serve occupied residential, industrial, commercial, or other premises involving fixed permanent structures, plant, or machinery.
2. The provision of a Temporary Service Connection does not, in any way imply Goldenfields Water's capacity to provide a Permanent Connection, of any type, size whatsoever to any premises.
3. Without any implied acceptance of liability, Goldenfields Water may provide advice on likely maximum flows available through various connection sizes at a particular location. However, Goldenfields Water will only provide a standard 20mm water service connection, unless a larger service is required for the quantity of water or required by a statutory requirement.
4. Goldenfields Water will endeavour to ensure that the water supply available is maintained at agreed quantities and pressures during any agreed periods of time (days, weeks, months) but the maintenance of the water supply may not be continuous.
5. At its sole discretion, Goldenfields Water may interrupt or restrict supply either indefinitely or as such period as required without incurring any liability for compensation or damages resulting for any interruption or restriction. Interruption or restriction will generally only be made when it is necessary to ensure adequate level of supply to Permanent Water Service Connections are maintained but may be made for any other purpose considered appropriate by Goldenfields Water.
6. Developer Infrastructure Charges will not be charged in respect to any Temporary Service Connection.
7. The following are to be fully paid prior to any connection being made:
 - Any Developer Augmentation Charge for any new or upgraded infrastructure required to enable any Temporary Service Connection
 - The appropriate Tapping Service and Meter Charge
 - Backflow Device Fee (if required)
 - Future Disconnection Fee
 - Deposit (equal to two months anticipated consumption)
8. All water recorded through the water meter will be levied monthly at Goldenfields Water's Temporary Charge per kilolitre as set out in its Fees and Charges and is subject to annual review.
9. Any Temporary Water Service Connection may be terminated by either party on provision of a minimum of fourteen day's written notice to the other party. A final account will be prepared, less the previously paid Deposit, with any residual payable by the applicant.
10. All infrastructure, service connection or other asset required for any Temporary Water Service Connection may be utilised in any manner without any liability to compensate the original applicant.
11. Temporary Water Service connections may be transferred to a Permanent Connection status at any time, provided that the agreed connection supply requirements are being met by Goldenfields Water's infrastructure, ensuring such Permanent Connection will not adversely

affect level of supply to existing Permanent Water Service Connections. The appropriate Developer Infrastructure Charge is also required to be paid. Such Permanent Connection would then be transferred to the applicable Fees and Charges applying to the connection's Classification.