

## 1 Policy History

Revision No.	Council Meeting Date	Minute No.	Adoption Date
1	28/01/1992	C22	28/01/1992
2	25/02/2003	163	25/02/2003
3	13/05/2003	486	13/05/2003
4	24/08/2004	651	24/08/2004
5	11/05/2010	0142	11/05/2010
6	28/01/2014	0021	28/01/2014
7	27/01/2015	15/005	27/01/2015
8	13/10/2020	20/226	16/11/2020
9	09/07/2024	24/182	08/08/2024

## 2 Policy Objective

To establish guidelines for the supply and charges for the use of Council's water supply.

## 3 Policy Statement

### 1) SUPPLY OF WATER

#### a) Land to be supplied with water service

- Potable water will be supplied to all residential properties situated within the urban zones of Council's Deemed Water Supply Development Servicing Plan.
- Raw water will be supplied to major bulk users within the Griffith Local Government Area where feasible. Requests for connections will be at the discretion of Council and each application will be considered on its merits.
- A dual potable and raw water supply is currently supplied to the Yenda village and Yenda rural area where feasible. Requests for connections will be at the discretion of Council and each application will be considered on its merits.

#### b) Land not to be supplied with water service

- Council may determine not to supply water to a parcel of land within the Council area.

*Appendix 'A' details the land to which Council has resolved not to supply water.*

#### c) Extensions to Supply

Applications for extension to the water supply will be dealt with in accordance with Council's policy No. WS-CP-205.

#### **d) Water Meter Requirements**

- i) Connection to the drinking water supply shall be limited to a maximum of 25 mm where only a supply is available and a maximum of 20mm where the property is supplied with a dual service except in the case of industrial, commercial and medium density developments where hydraulic calculations may be required. Individual cases may be considered on their merit and approved by the Director, Utilities.
- ii) Separate Council owned water meters are required for all newly constructed strata and community title properties. Only one meter is required for each residential flat development where separate titles do not exist, however the owner may choose to provide more than one meter.
- iii) Where existing single owner multi-unit buildings are to be converted to Strata Title, Council encourages each strata unit to be metered where feasible.

Advice on water meter connection may be obtained by contacting Council's Utilities Department.

#### **e) Plumbing Standards**

It is the responsibility of every customer, to ensure that plumbing works undertaken on their side of the meter comply with the Plumbing Code of Australia. The possibility of "Backflow" (water flowing back towards Council's mains, or even in a reverse direction to that intended within the property) must be prevented. Backflow Prevention Policy is covered under Policy WS-CP-201.

Advice on plumbing standards, including backflow prevention, may be obtained by contacting Council's Utilities Department.

#### **f) Connections to Trunk Water Mains**

Council does not permit the connection of services to trunk water mains. Written requests for exemption may be considered by Council in exceptional circumstances.

Where such connections are permitted, Council cannot guarantee their minimum levels of service or reliability.

## **2) WATER SUPPLY CHARGES**

#### **a) Land liable for a water supply charge**

- i) Water supply charges are to be levied, in accordance with Section 552 of the Local Government Act, 1993, on:-
  - land that is supplied with water from a water pipe of the Council; and

- land that is situated within 225 metres of a water pipe of the Council whether the land has a frontage or not to the public road (if any) in which the water pipe is laid and although the land is not actually supplied with water from any water pipe of the council.
- ii) Water supply charges will not be levied on land, in accordance with item 1(b) above, unless water could be supplied to some part of the land from a standpipe at least 1 metre in height from the ground level, if such pipe were laid and connected to the council's mains (Section 552(2) of the Local Government Act, 1993).

#### **b) Access Charges**

- i) An annual access fee will be charged, in accordance with Section 501 of the Local Government Act, 1993, on all service connections in accordance with item 2 (a)(i) above.
- ii) The access fee is based on the type of service connection (meter size) and will be charged at the amount adopted in the Council's revenue policy.
- iii) Where a property is liable for a water supply charge in accordance with 2(a)(i) above but is not connected to the water supply a 20mm access fee will apply.
  - This supply charge may be used as a credit towards any Council contribution requirements if approval is given by Council to connect to the water supply.
  - For properties not approved for connection to Council's drinking water supply and the property is within 225 metres of a water pipe of the Council, all Water Access Fees paid to date will be fully refunded.
  - For properties not approved for connection to Council's drinking water supply and the property is within 225 metres of a water pipe of the Council, no Access Fee will be charged.
  - For Strata / Community Title properties which have an approved drinking water connection via a master water meter(s), the Access Charge will only be applied to the master water meter(s) and not the individual lots with privately owned water meters.

#### **c) Consumption Charges**

- i) All supplies are metered and a consumption charge will be applied to all land supplied with potable and raw water for actual use of the water supply service in accordance with Section 502 of the Local Government Act, 1993. The consumption charge is based on a per kilolitre (kl) fee and will be charged at the amount adopted in the Council's adopted revenue policy subject to the following:-
- ii) The annual access fee entitles potable water users to the first 200 kl of water charged in accordance with the revenue policy.

iii) A rebate for an additional 100 kl of free water may be provided to water users for publicly accessible nature strips or reserves provided that:-

- An application form is received;
- The property is categorised as residential;
- The nature strip/reserve adjoining the property is greater than 200m<sup>2</sup>;
- The applicant uses in excess of 600 kl of water per annum;
- The nature strip/reserve is maintained in an acceptable manner (as determined by Council); and
- The granting of the rebate is reviewed annually.

iv) A rebate for an additional 100 kl of free water may be provided to water users who are using a home dialysis renal machine upon receipt of a statutory declaration from the property owner declaring:

- The address of the premises the home dialysis machine is located.
- Written notice must be given to Council if the machine is no longer required or removed from the property.

#### **d) Prevention of Waste and misuse of water**

i) The owner, occupier or manager of a premise to which water is supplied must:

Prevent waste of water by taking prompt action to repair leaking taps, pipes or fittings located on the premise, and

Take any other action that is reasonable to prevent waste and misuse of water.

#### **e) Payment of Accounts**

- i) Water meters are read three times within a financial year and accounts will be issued to the owner of the property on a trimester basis (three bills per year).
- ii) The access charge will be spread equally across the three accounts. Any allowances and rebates, including pension rebates and consumption rebates, will be applied as applicable.
- iii) All accounts will include a due date for payment (usually within 30 days of issue).
- iv) Interest accrues on a daily basis on water usage accounts that remain unpaid after the due date for payment. All interest charges are levied in accordance with Section 566 of the Local Government Act, 1993 and at the rate adopted in Council's revenue policy.
- v) Where an account remains unpaid after the due date for payment, Council will commence recovery action in accordance with Council's adopted debt recovery policy FS-CP-502.

- vi) Action to recover outstanding water charges may include the cutting off or restriction of the supply of water to the premises in accordance with the Local Government (General Regulation) 2005. A reconnection fee may apply.

**f) Non-rateable properties**

- i) Non-rateable properties, determined in accordance with Section 555 of the Local Government Act 1993, will be levied a consumption charge at the kl rate adopted in the Council's revenue policy.
- ii) An access charge will not be applied to these services and, accordingly, these services are not entitled to the first 200 kl charged at the lower consumption rate in accordance with the revenue policy.

**g) Un-metered properties**

- i) Council will attempt to ensure all water services are metered where practicable.
- ii) Un-metered properties will be classified based upon the type of usage of the property and charged in accordance with that classification. The charge will be levied in accordance with Council's adopted revenue policy.
- iii) The following un-metered property classification criteria will apply:

**High User (> 6 kl per day) – Typical Uses**

Hotels/Motels	Clubs
Supermarkets	Parks
Large Restaurants/Cafes	Petrol Stations with Carwash
Gymnasiums	Units (7 or more)

**Medium User ( 1 to 6 kl per day) – Typical Uses**

Car Sales Yards	Mechanics
Printers	Funeral Directors
Hairdressers	Butchers/Bakeries
Small or Medium Restaurants/Cafés	Petrol Stations without Carwash
Residential Units (2-6)	Veterinary Clinics

**Low User (<1 kl per day) – Typical Uses**

General Retail	Professional Services (Accountancy etc.)
Banks	Single Dwellings

**h) One meter servicing two houses on one lot (separate valuations)**

Council has some properties where the Valuer General has supplied two separate valuations for the one parcel of land (e.g. two dwellings on a farm property).

To ensure that Council receives adequate revenue and the property owner is not disadvantaged the following will apply:-

- i) The assessment that has the meter (primary assessment) will be charged the access charge and entitled to the first 400 kl of potable water charged at the lower consumption rate in accordance with the revenue policy.
- ii) The assessment that does not have the meter will be charged a 20mm access fee.
- iii) The consumption charge will be levied on the primary assessment.
- iv) A pension rebate (where applicable) may be applied to the primary assessment.

**i) One meter servicing two houses on one lot (one valuation)**

Council has some properties where one meter services more than one dwelling on one lot but no subdivision of land has occurred (e.g. residential flats). At the time that the development was approved Council's policy required only one meter to each residential flat development or cluster housing development.

To ensure that Council receives adequate revenue and the property owner is not disadvantaged the following will apply:-

- i) The assessment will be charged the applicable access charge according to meter size and entitled to the first 200 kl of potable water charged at the lower consumption rate in accordance with the revenue policy.
- ii) The assessment is eligible to apply for the additional 100kl allowance where applicable.
- iii) A consumption charge will be levied on the assessment.
- iv) A pension rebate (where applicable) may be applied to the assessment.

**j) Dedicated Fire Services on properties**

- i) All dedicated fire services will be metered services.
- ii) Dedicated Fire services will be levied a consumption charge at the kl rate adopted in the council's revenue policy.
- iii) An access charge will not be applied to these services and accordingly these services are not entitled to the first 200 kl charged at the lower consumption rate as stated in the revenue policy.

- iv) This clause does not refer to NSW Fire Brigade or Rural Fire Services water services.

**k) Water Meter Tests**

- i) Council shall impose a fee (as per Revenue Policy) when application is made for a water meter test. Should the meter be found to be registering within plus or minus three percent (+/- 3%) of the correct quantity, it shall be deemed to correctly indicate the water passing through it. In all other cases, the test fee will be refunded by Council and the water usage account adjusted. Adjustments will only be made within the current financial year in which the request was lodged.

For undetected leaks within the property's service, refer to the policy, *Undetected Leaks for Water & Sewerage Usage Charges (WS-CP-209)*.

**l) Special Water Meter Read**

- i) A consumer may make application for a special water meter reading which will be carried out upon payment of the fee adopted in the council's revenue policy.
- ii) Where the special reading is requested to verify the routine reading previously taken by Council, and the routine reading is found to be in error, the fee will be refunded and the water usage account adjusted.

The results of a special meter reading will be available within 3 working days. Where the result is required within 24 hours an urgency fee in accordance with council's revenue policy is applicable.

**m) Replacement of Water Meters**

- i) Where damage to a water meter has been caused by customer negligence, all costs associated with the replacing/repairing of the water meter shall be passed onto the customer.

## 4 Definitions

None

## 5 Exceptions

None

## 6 Legislation

Local Government Act 1993

Water Management (Water Supply Authorities) Regulation 2004

## 7 Related Documents

Plumbing Code of Australia

AS/NZS 3500 – Plumbing and Drainage

AS/NZS 2419 – Fire Hydrant Installation

AS/NZS 2118 – Automatic Fire Sprinkler Systems

AS/NZS 2845 – Water Supply – Backflow Prevention Devices

AS/NZS 2441 – Installation of Fire Reels

GCC Policy – WS-CP-209 - Undetected Leaks for Water & Sewerage Usage Charges

GCC Policy - WS-CP-201 - Backflow Prevention Policy

## 8 Directorate

Utilities



