

Version History Table:

Key Responsibilities

<i>Position</i>	<i>Directorate</i>	<i>Responsibility</i>
Mayor	Council	To lead Councillors in their understanding of, and compliance with, this Policy and Guidelines.
General Manager	Executive	To lead staff (either directly or through delegated authority) in their understanding of, and compliance with, this Policy and Guidelines. To approve resources to develop, implement and review this Policy and Guidelines.
Senior Technical Coordinator		To ensure that the connection policy is adhered to and that when a property changes hands the new property owners complete a new water service agreement.
Directors	All Directorates	To communicate, implement and comply with this Policy and related Guidelines.
Director of Corporate Services	Corporate Business	To ensure (directly or through delegation) the distribution and communication of the Policy and Guidelines to specified persons. To ensure (directly or through delegation) the approved Policy and Guidelines are available in hard copy and electronically on Council's website.
Executive Manager HR & Organisational Development	Corporate Business	Facilitate the provision of regular training to all Council officials on their role and responsibilities in relation to this Policy, Guidelines and related procedures.
Executive and Managers	All Directorates	To implement this Policy, Guidelines and related procedures. To lead staff in their understanding of, and compliance with, this Policy and Guidelines
Information Technology Manager	Corporate Business	To assist with the development of systems to support public access to this Policy, Guidelines and related information.
All Council officials	Council	To comply with this Policy, Guidelines and related procedures.

Regional Water Supply - Raw Water Policy

Policy Guidelines

1. Introduction

Policy Statement:

UNTREATED (RAW) WATER POLICY

Eligibility to Connect

Only properties ADJACENT TO THE RAW WATER MAIN will be eligible to apply for connection. Connections to the raw water mains will only be permitted during the time it takes to complete the pipeline works associated with the Regional Water Supply Project plus a further period of 12 months from the final testing date. This will maintain the security of the pipeline and limit the potential for any ribbon development.

Where the main is located in the road reserve, the adjacent property and the property on the immediate opposite side of the road will be eligible to connect (*see diagram 1*). (Council will be responsible for the pipeline under the roadway, however an additional under bore fee will be added to the cost of this installation.)

If the main is located in private property, only that property will be eligible to connect (*see diagram 2*).

Diagram 1

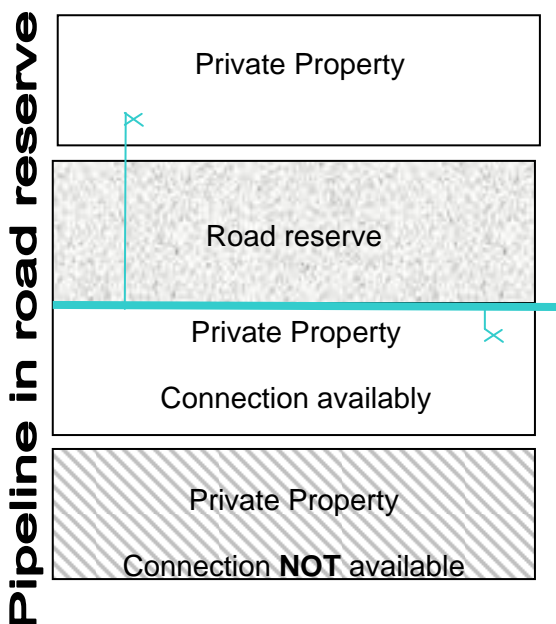
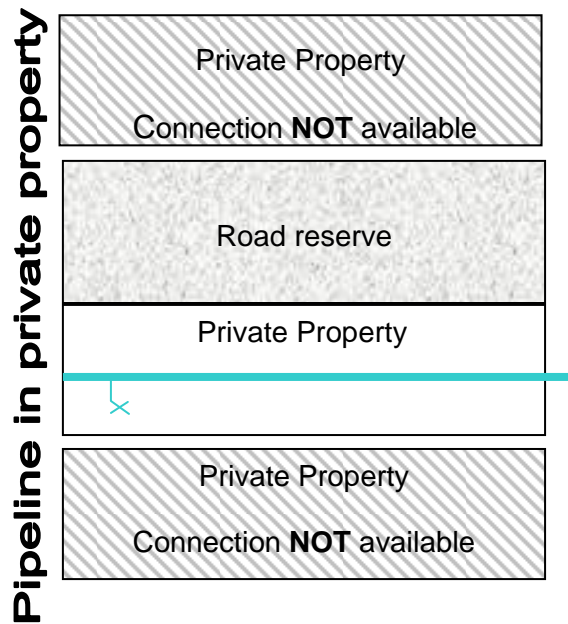


Diagram 2



Service Agreement

Connections to raw water mains are voluntary and property owners connecting to the raw water mains will be required to enter into a Service Agreement with Council before connection takes place. Each service agreement will be personal to the property owner and the agreement will not be assignable without the consent of Coffs Harbour Water. The items listed below will form the framework of the Service Agreement.

There will be an obligation on the property owner to inform any purchaser of the arrangements concerning the supply of raw water and to notify Coffs Harbour Water of any sale. The signatory on the current Raw Water Service Agreement will remain liable to Coffs Harbour Water for water used, until the supply is disconnected or a substitute agreement is entered into with the purchaser.

The property owner(s) accept that the water supply is not fit for human consumption and indemnifies Coffs Harbour Water against any liability arising from the availability, quality and use of this water supply.

Pressure

Pressure will fluctuate depending on consumption, hence a break pressure tank will be required to ensure constant pressure and security of supply for four days anticipated usage.

Flow

Due to varying pressure in the pipeline, the flow at the meter point will also vary, however Council will attempt to provide a minimum of 10 litres per minute at the meter, wherever possible.

Water Quality

As the supply is untreated, the water does not meet the NHRMC Guidelines for drinking water. Consumers should have an alternative source of water for drinking, cooking and other related uses.

Reaction Times

Wherever a consumer is without water, the pipeline is damaged or a burst occurs, the problem will be rectified as soon as possible. Planned repairs will be programmed and affected consumers notified prior to turning off the water. Council has operators standing by for after hours work. Due to the size of the trunk main and repair difficulties consumers may be without water for days, and accordingly water storage should be designed to take into account such events.

Connection Time Limit

The policy for raw water connections limits the time in which Coffs Harbour Water will accept applications. Under these arrangements, applications will only be accepted up until 30 August 2004.

After that time connections to the raw water pipeline will not be allowed.

Connection Fees

Standard connection fees as per annual fees and charges apply to properties connected to the mains. Only properties adjacent to the mains will be able to connect. Connections will be limited to 20mm and are supplied within 4 weeks, wherever possible. Note: due to Raw

Water Consumers having a lower standard of service to that of other consumers the metered usage charge has been reduced to reflect the lower cost of supply.

Meter Point

The meter is located on the owner's property, wherever possible, and it is the responsibility of the owner(s) to ensure that the meter is protected from possible damage, whilst also ensuring that the meter is accessible for meter readings and maintenance of the service from the main up to and including the meter only. If the meter is recording any leakage it is the responsibility of the owner to pay for any water lost and to organise a licensed plumber to repair the leak as soon as possible. Any work that is required by Council that is not normal wear and tear will be charged to the owner. This includes repairs due to damage caused by lawn mowers, cars or removal of obstructions.

Water Charges – Untreated (Raw) Water

Council will review fees and charges for raw water supply annually in conjunction with the setting of its fees and charges for its Management Plan.

2. Definitions

Here is the meaning of some terms used in the Guidelines—

Raw Water - Untreated water not to be used for human consumption (non potable)

3. Objectives

The objective of Council's Regional Water Supply – Raw Water Policy and Guidelines is to —

- To ensure that the connection policy is adhered to and that new property owners complete a new water service agreement when a property changes hands.

4. Policy Statement

Council's Regional Water Supply – Raw Water Policy and Guidelines is underpinned by the following principles—

4.1 Access

- Public access to information about Regional Water Supply – Raw Water will be through Council's website. A hard copy will be available upon request for a small fee.
- Reasonable access assistance will be available to persons with special needs

4.2 Responsiveness and Accountability

- To ensure that when a property changes hands that the new owner understands and completes a Service Agreement

4.3 Privacy and Confidentiality

- The principles of Council's Privacy Management Plan will be applied.

4.4 Integrity, Dignity and Respect

- Council treats all persons with courtesy and respect.
- Council will not tolerate rude or aggressive behaviour towards Council officials. In such circumstances, Council officials are entitled to terminate phone calls or meetings as appropriate. Wherever possible, Council officials will provide the person with initial warning that their conduct is inappropriate and that the meeting or conversation will be terminated.
- Council officials will demonstrate fair and consistent decision-making.