



## Water Connection to Rising and Trunk Mains Policy

### Policy Statement

Council periodically receives requests to connect to its rising and trunk mains. This policy defines Council's position.

### Related Legislation, Circulars or Guidelines (as amended)

- Local Government Act 1993
- Local Government (General) Regulation 2005

### Does this Document Replace an Existing Policy, Procedure or Plan?

Yes, this document replaces Council's:

- Water Connection to Rising and Trunk Mains Policy 17/12/1998 and 15/12/2005

### Related Council Policy or Procedure

N/A

### Application and Distribution

It is mandatory for all Council officials to comply with this Policy.

This Policy and Guidelines is available on Council's website under Council Policies.

#### Approved by:

**Executive Team**.....

[Meeting date]

**Council** .....

[Meeting date & Resolution No.]

24/09/2009 Resolution C52

#### Signature:

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*General Manager*

**Effective:** 24/09/2009

**Review Date:**

**Distribution :**

**Record Number:**

**Responsible Council Department/Officer:** Coffs Harbour Water

**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.
Executive Manager Operations		To ensure that the policy is adhered too and that any request for connection to trunk or rising mains is monitored for compliance.
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.

# Water Connection to Rising and Trunk Mains Policy Guidelines

## 1. Introduction

### Policy Statement:

1. An application for a water supply connection shall only be considered if the land parcel to be supplied has been identified in the 1998 Coffs Harbour City Council Water Supply Strategy Study (de Groot and Benson Pty Ltd) or Water Supply Strategy as amended from time to time.
2. No water service connection is allowed to Council's trunk or rising mains except in exceptional circumstances, and where the rising main or trunk main is large enough to accept the connection, and subject to the connection being only made to a storage tank within the private property to ensure no instantaneous demand is placed on the main.

## 2. Definitions

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

<b>Rising Main -</b>	Pressurised main as part of the water supply distribution network (not reticulation)
<b>Trunk Main -</b>	Gravity main as part of the water supply distribution network (not reticulation)

## 3. Objectives

The objective of Council's Water Connection to Rising and Trunk Mains Policy and Guidelines is to —

- To ensure that any requests for connection to trunk or rising mains are dealt with according to the policy.

## 4. Policy Statement

Council's Water Connection to Rising and Trunk Mains Policy and Guidelines is underpinned by the following principles—

### 4.1 Access

- Public access to information about Water Connection to Rising and Trunk Mains will be through Council's website.

- Reasonable access assistance will be available to persons with special needs

#### **4.2 Responsiveness and Accountability**

- To ensure that any requests for connection to trunk or rising mains are dealt with according to the policy in a timely manner.

#### **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.