

Regional Water Supply - Raw Water Policy

1 Purpose

During the Regional Water Supply Project, properties with access to the raw water pipeline were able to connect to the pipeline under certain conditions.

This policy explains those conditions and to ensure that the connection policy is adhered to and that new property owners complete a new Raw Water Service Agreement when a property changes hands. Properties connected to the Regional Water Supply raw water pipeline have a Section 149 notification on the property highlighting that new property owners are required to enter into a new Raw Water Service Agreement.

2 Policy

2.1 Eligibility to Connect

Only properties ADJACENT TO THE RAW WATER MAIN were eligible to apply for connection. Connections to the raw water mains were only permitted during the time it took to complete the pipeline works associated with the Regional Water Supply Project with a cut-off date of 30 August 2004. This will maintain the security of the pipeline and limit the potential for any ribbon development.

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

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

Diagram 1

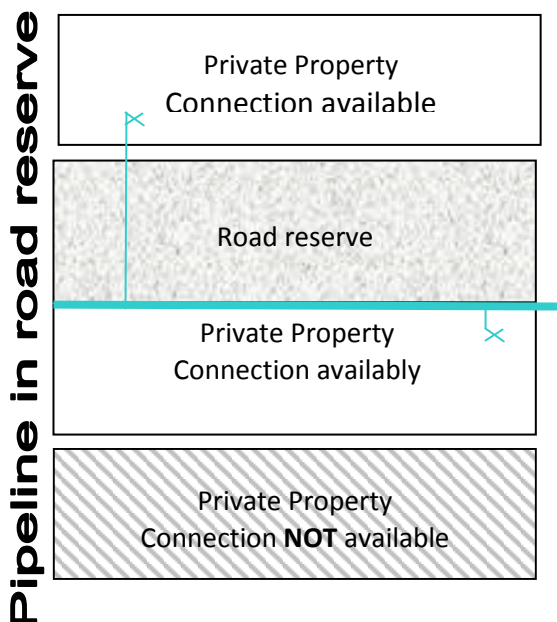
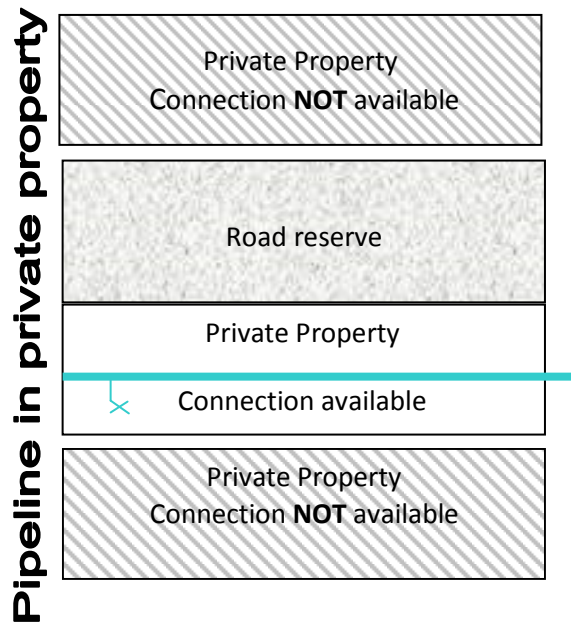


Diagram 2



2.2 Service Agreement

Connections to raw water mains were voluntary and property owners connected to the raw water mains were/are required to enter into a Service Agreement with Council before connection took place. Each service agreement will be personal to the property owner and the agreement will not be transferable without the consent of Coffs Harbour City Council. The items listed below will form the framework of the Service Agreement. Section 149 Certificates for connected properties informs potential new owners of the requirement to enter into a new Service Agreement with Council.

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 City Council of any sale. The signatory on the current Raw Water Service Agreement will remain liable to Coffs Harbour City Council 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 City Council against any liability arising from the availability, quality and use of this water supply.

2.2.1 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.

2.2.2 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.

2.2.3 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.

2.2.4 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.

2.2.5 Connection Time Limit

The policy for raw water connections limited the time in which Coffs Harbour Water accepted applications. Under these arrangements, applications were only accepted up until 30 August 2004. After that time connections to the raw water pipeline are not allowed.

2.2.6 Connection Fees

Standard connection fees as per annual fees and charges applied to properties connected to the mains. Only properties adjacent to the mains were able to connect. Connections were limited to 20mm and were 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.

2.2.7 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.

2.2.8 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.

3 Definitions

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

4 Key Responsibilities

General Manager

To lead staff through delegated authority in their understanding of this Policy.

Director Sustainable Infrastructure and Group Leader Strategic Asset Management

To ensure the commitment made within this Policy is implemented and met.

Water Services Team Leader

To oversee compliance with, and coordination of the Policy.

Council Officers

To promote the use of, and knowledge of this Policy.

5 References

- Local Government Act 1993
- Local Government (General) Regulation 2005
- AS / NZS 3500 National Plumbing and Drainage Code
- National Construction Code 2016 – Volume 3 – Plumbing Code of Australia
- Raw Water Service Agreement
- Raw Water Standards of Service

6 Details of Approval and revision

- **Approval date: 22/06/2017**
- **Responsible Section: Water and Sewer**
- **Superseded policies/procedures: N/A**
- **Next review date: 22/06/2021**

Table of amendments

Amendment	Authoriser	Approval ref	Date