

POLICY NAME: WATER AND WASTEWATER CONNECTIONS

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1 OBJECTIVE

The purpose of this policy is to detail water and wastewater connection eligibility, define the connection requirements for new developments, provide information on connection and access costs and clarify ownership and maintenance responsibilities of water and wastewater connections within the Ballina Shire Council (Council) local government area.

2 POLICY

2.1 General

All drinking and recycled water connections are to be metered.

Unless specified, water refers to both drinking water and recycled water.

This policy excludes wastewater connections made via a low pressure sewer system.

2.2 Connection Eligibility

2.2.1 Urban Water Connections

Properties within the urban water reticulation system paying a *Not Connected* access charge and/or those within 225 meters of a Council water reticulation main via public access road or easement in Council's favour are eligible to connect to Council's water supply.

2.2.2 Urban Allotments without Access to Reticulation Water Mains and Rural Water Connections

Properties not eligible to connect to Council's urban water reticulation system (see Section 2.2.1) may still be eligible to connect to Council's water trunk mains under certain conditions:

- A minimum water pressure of 120 kPa is available at the supply point;
- The supply point is within 225 meters of a Council water trunk main via public access road or easement in Council's favour;
- The connection is not expected to negatively impact on flow rates and pressure of surrounding water customers or the current trunk main service areas.
- The connection is not expected to negatively impact any future planned augmentation works or future trunk main service areas.

Water service connections of this nature are made direct to the trunk mains and therefore are not of the same standard as an urban reticulation water connection supplied by reservoirs. Council may need to shut down trunk mains for maintenance and repairs without prior notification to customers and variations in pressure and a lack of supply may be experienced at times.

Additional conditions apply to rural connections. These are detailed in Section 2.8.4.

2.2.3 Wastewater Connections

Properties within the urban wastewater collection system paying a *Not Connected* access charge and/or those within 75 meters of a Council gravity wastewater main via public access road or easement in Council's favour are eligible to connect to Council's

wastewater network where the connection can be achieved via gravity. Where a gravity connection is not possible, a property may be eligible for a pressure sewer connection. Refer to Council's *Pressure Sewer Policy* for low pressure sewer system requirements.

2.3 Connection Costs

2.3.1 Installation Costs

Costs for single 20mm water service connections that are made directly to the reticulation main or property connection and do not require under-boring are listed in Council's Fees and Charges. For all other water connections an estimate is provided upon application. The estimate is based on full cost recovery and is valid for 60 days.

2.3.2 Capital Contributions

Water and Wastewater head-works charges apply to any new connection(s) that result in an increase in demand or load on the network.

2.3.3 Water Access and Consumption Charges

Council has adopted a two-part water tariff structure comprising an access charge and a usage charge in accordance with state government best practice guidelines.

Under the guidelines, access charges are reflective of the customer's demand on the system in a full-cost recovery model. This demand is determined from the property's water meter size.

Charges apply to both Drinking Water and Recycled Water services. Where Dual Reticulation (i.e. both Drinking and Recycled Water) is supplied, only the highest access charge or highest combination of access charges from the same water service will be levied.

Where a property has a water meter installed that is larger than required for normal use due to the provision of a fire service, the water access charge will be based on the size of the meter required for normal usage, with the minimum meter size being 25mm. Normal usage shall be inclusive of fire hose reels unless the property owner can demonstrate the fire hose reels are restricted fire-fighting use only. Council requires a report from a suitably qualified hydraulic consultant to review and determine the required water service size. The hydraulic report must include a statement of compliance with AS3500.1, AS2419.1, Council's *Water and Wastewater Connections* policy, Council's *Containment Backflow Prevention* policy and any other relevant standards.

Dedicated fire service meters are not levied access charges.

2.3.4 Wastewater Access and Volumetric Charges

Residential properties are levied a standard wastewater access charge and are not subject to volume-based charges for wastewater.

Non-residential properties are levied an access charge based on the property's water meter size and volumetric charge estimated from water consumption. The access charge and volumetric charge is reduced through consideration of the property's sewage discharge factor (SDF).

A property's SDF is calculated based on the Liquid Trade Waste Regulation Guidelines applicable at the time of approval. Property owners may request Council to review the SDF allocated to their property.

Where a property has a water meter installed that is larger than required for normal use due to the provision of a fire service, the wastewater access charge will be based on the size of the meter required for normal usage, with the minimum meter size being 25mm. Normal usage shall be inclusive of fire hose reels unless the property owner can demonstrate the fire hose reels are restricted fire-fighting use only. Council requires a report from a suitably qualified hydraulic consultant to review and determine the required water service size. The hydraulic report must include a statement of compliance with AS3500.1, AS2419.1, Council's *Water and Wastewater Connections* policy, Council's *Containment Backflow Prevention* policy and any other relevant standards.

2.4 Connection Requirements

2.4.1 Section 68 Approval

Council Section 68 approval is required for all works to connect or disconnect to any of Council's water or wastewater systems or to carry out any work which may affect these systems.

Works that are a replacement of old for new works, involving no additional or relocated fixtures, or where there are no works required, such as an application for a private meter to be read by Council, do not require Section 68 approval.

2.4.2 Wastewater Connections

In general, developers, licensed plumbing contractors (plumbers) or any other entity will not be permitted to work on Council's wastewater mains.

For pressure sewer connections Council is responsible for nominating the connection point per Council's *Pressure Sewer* policy. The plumber engaged by the applicant is responsible for installing all works up to connection point with the connection to be supervised by Council officers.

For gravity sewer connections there will generally be a junction to service each existing property. If the plumber cannot find the connection, Council will investigate to verify and locate the connection. If no connection can be located then Council is responsible for cutting in a new junction at our cost.

For new gravity connections such as infill developments where a junction has not yet been installed, the plumber engaged by the applicant is responsible for installing the new wastewater connection with the connection to be supervised by Council officers.

2.4.3 Water Connections

Requests for a water service must be made by submitting a completed *Water Service Application*. The applicant must be the owner or plumber engaged by the owner. Properties with a body corporation or multiple owners must submit with the application the written permission of the Owners Corporation or all owners of the property.

All applications must contain:

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- Details of the plumber undertaking the on-property works;
 - Applicant and property details;
 - Details of the installation and required connection size;
 - A clear sketch of the desired position of the water meter assembly on a site plan along with measurements and any special details;
 - Details of smart metering devices (where required - refer to Section 2.5)

The following connections will also require a certified hydraulic design provided by a suitably competent and qualified person:

- Any fire service assembly, including fire hose reels;
- Unit demand of 3 units and greater;
- Assemblies sized 32mm or greater;
- Or when requested by Council.

The property owner's plumber or hydraulic engineer is responsible for sizing the water meter(s) and the type of service(s) required for the property. Council does not make this determination.

In addition to Section 68 Approval requirements outlined in Section 2.4.1, an application for Water Service under this policy does not negate the need for the applicant to submit to Council the following for assessment and approval when required:

- A Development Application (DA) if required
- A Complying Development Certificate (CDC) if required
- Any other application deemed necessary by legislation or Council policy.

The submission of an application does not guarantee that an approval to connect will be granted.

2.4.4 Water Meter Installation – Most Cases

Council is responsible for the installation of water meter assemblies for the provision of potable water and recycled water, including meters installed for the purpose of fire protection. The water meter remains Council's asset and Council is responsible for the water service from the water main to the outlet of the meter.

Upon approval of the application and payment of the relevant fee, Council will connect the water service to the reticulation main and install the riser and water meter. Council's connection to the water reticulation main will be installed perpendicular to the meter assembly location wherever possible.

All properties connected to drinking water and/or the recycled water reticulation systems require a containment backflow prevention device and must comply with the site containment backflow requirements of AS/NZS3500. Containment backflow prevention shall comply with Council's *Containment Backflow Prevention* policy.

The plumber is responsible for connecting the private property side of the water service to the meter assembly including containment backflow prevention devices where required. The plumber is also responsible for providing permanent structural support to all water meter assemblies when connecting the private property side of the water service.

2.4.5 Water Meter Installation - New Developments

For developments where the main is not yet connected to the network (live) the developer is responsible for installing house connections from the reticulated main. The service connection is to be terminated within the property boundary with a service isolation valve inside a termination box and fitted with an approved corrosion resistant magnet or blue/lilac marker box for locating purposes.

Once the main becomes live and a water meter is required the developer/owner shall make an application for water service to Council (see 2.4.3). Council will complete the installation by providing a riser and water meter.

For development sites fronting pressurised mains Council will install the connection by initially terminating the service within the property boundary with a service isolation valve inside a termination box. Once a water meter is required the builder/owner shall notify Council to complete the installation by providing a riser and water meter. This is to minimise the likelihood of damage to the water meter during construction.

In general, developers, plumbers or any other entity will not be permitted to work on or connect to Council's pressurised mains. In the situation where developers require to connect new reticulation to Council's main (cut-in), Council will permit the works to be done by the developer with Council to undertake the network shutdown and supervise the cut-in. Application is made by completing a *Water Service Application* and paying the Network Connection Supervision fee no less than five (5) business days before the cut-in is required.

2.4.6 Location of Water Meters

Water meter(s) will generally be installed 500mm to 1000mm inside the front and side property boundaries perpendicular to the road/front boundary. Further fees may apply if an alternative location is required.

Water meters in new developments will be installed at the termination point left by developer. Any variations to this will incur charges additional to the standard water service connection charge, to be estimated based on the information provided in the application.

Meters must be readily accessible for reading, maintenance or removal and be clear of obstacles. Generally new meters will not be permitted to be installed below ground, in locked cabinets or behind high fences.

Approval to install a meter in a location that is not readily accessible will only be made as part of a Development Application or Section 68 Application. The water meter must be fitted with Council's smart metering device.

2.4.7 Relocation of Water Meters

Council may at its discretion relocate a water meter into another location or pit for safety or operational reasons.

Meter relocations are only permissible up to a distance of 600mm. Relocations in excess of this require a new connection (tapping).

Where meters are inaccessible for reading they are required to be fitted with Council's smart metering system.

The applicant is responsible for all costs to relocate the meter.

2.4.8 Disconnection from Council Reticulated Water Mains

Where a service or part of a service becomes disused it shall be disconnected.

Where a property or part of a property is approved (or otherwise confirmed) for demolition, any service or part of a service that becomes disused must be disconnected prior to commencement of any demolitions works on site.

Persons that require disconnection from Councils reticulated water services may apply to do so. Only property owners and or their representatives may apply to disconnect a water service.

All costs associated with disconnection of the water service are to be borne by the applicant and paid up front prior to Council undertaking works.

2.4.9 Change of Property Use and Associated Meter Size

Generally upgrades to water meters associated with a change in use are addressed through the Section 68 Application process (see section 2.4.1).

Council may instruct a property owner to obtain a hydraulic report for the purposes of increasing a meter size if Council deems that the meter is undersized. Council will review the hydraulic report to confirm the required meter size and where a larger meter is required, the applicant is responsible for costs to replace the meter and install a containment backflow device if required (Refer to Council's *Containment Backflow Prevention* policy. Access charges will be changed to reflect the new meter size. The hydraulic report must include a statement of compliance with AS3500.1, AS2419.1, Council's *Water and Wastewater Connections* policy, Council's *Containment Backflow Prevention* policy and any other relevant standards.

Council also requires a report from a suitably qualified hydraulic consultant where a customer seeks to reduce the water meter size. Where Council accepts that the meter size can be reduced and the current meter is 12 years or older, Council will update the access charge and replace the meter to the assessed size as part of the meter replacement program.

Where Council accepts that the meter size can be reduced and the current meter is less than 12 years old, Council will not immediately replace the meter to the assessed size. The access charge will be updated in Council's Rates system and the meter will be replaced as part of Council's meter replacement program when it reaches its normal replacement age and condition.

2.5 Smart Meter Reading (Smart metering)

2.5.1 Smart Metering for New Connections

Smart Meter Reading (Smart Metering) shall be installed in all new connections of the following type:

- For urban dual reticulation properties – where there are five or more metered services on the property;
- For all other properties - where there are three or more metered services on the property;
- Connections 32mm or greater;
- Master/subtract meter arrangements;
- Properties with a Category 2 or 3 liquid trade waste agreement;

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- Any metered wastewater discharge.

Property owners may request a smart metering device on any other new water meter through Council's *Water Service Application* form.

All smart metering devices will be installed by Council following approval and payment of the fee per Council's fees and charges.

For master/subtract metering arrangements, the plumber is responsible for providing access to the water meters for Council to install the smart metering device. The plumber must notify Council's Water and Trade Waste Technical Officer within 24 hours of installing the subtract meters. The notification must be accompanied by plans clearly identifying for each subtract meter the:

- Meter location
- Associated property identifier (e.g. lot, unit)
- Meter serial number
- Installation date.

2.5.2 Smart Metering for Existing Connections

All properties with a Category 2 or 3 liquid trade waste agreement will require smart metering (if not already installed) as a condition of their trade waste approval.

Property owners may request a smart metering device on any other existing water meter using the *Smart Metering Application* Form on Council's website.

All smart metering devices will be installed by Council following approval of an application and payment of the fee per Council's fees and charges.

Council may also install smart metering devices on any existing water meters for operational reasons at Council's expense.

2.5.3 Location of Meters with Smart Metering Devices

Smart metering devices shall not be installed in locations that adversely impact on the ability of the device to transmit adequate signal strength back to Council's receivers.

2.5.4 Leak Detection by Smart Metering Devices

Smart metering devices will be analysed by Council's Rapid Customer Leak Detection algorithms. This algorithm will run on a routine schedule and generate a list of connections with suspected leaks. Council will endeavour to notify customers of suspected leaks in their property once the leaks are detected. Council accepts no liability for being able to detect leaks or for informing customers of leaks once detected.

2.5.5 Smart Metering Data

Customers may also elect to receive detailed smart metering consumption data through an annual subscription. The timing and details of information provided is subject to improvement and change without notice.

Ad-hoc data requests will not be serviced unless the property owner has undertaken works to fix leaks and would like a more timely provision of confirmation that the leak is fixed (where the customer cannot easily inspect the water meter).

2.6 Ownership and Maintenance Responsibilities - Water

2.6.1 Council's Responsibilities

Council is responsible for the water service from the water main up to and including the water meter and any smart metering devices. Council is also responsible for maintenance and renewal of subtract meters and smart metering devices (see section 2.8.2).

All water meters and associated smart metering devices used by Council for billing purposes are the property of Council.

Only Council staff may work on Council infrastructure. Misuse or tampering of Council infrastructure, including meters and valves, may result in fines.

Council will manage its meter fleet through an ongoing meter replacement process to replace old and faulty meters. For meters 32mm and greater, Council will provide property owners the opportunity to assess their required meter size prior to replacement. See section 2.4.9 for details.

2.6.2 Property Owner's Responsibilities

Property owners are responsible for all internal pipes and fittings from the outlet (property side) of the water meter.

Council has the legal right to enter property without notice for the purposes of accessing the water meter (e.g. for meter reading, testing and inspection).

Property owners have a responsibility to ensure our meter readers have reasonable access to the water meter on their property. Property owners should consider this when determining the position of plants, fences, gates and other barriers to ensure the meter can still be accessed by Council. In some cases property owners may be permitted to install a smart metering device where the meter is inaccessible for routine reading. Note that this doesn't reduce the property owner's requirement to provide reasonable access, however it reduces the expected frequency of access (Refer to section 2.4.6).

Property owners are responsible for maintenance and testing of any Backflow containment or prevention device in accordance with Council's *Containment Backflow Prevention* policy.

Any suspected meter inaccuracies must be reported to Council by the property owner as soon as practicable. Council will investigate and if the meter is proven to be inaccurate the meter will be replaced. Any water billing anomalies will be considered by Councils' Rates section.

Council shall not be responsible for water leaks in private pipework, fittings or fixtures. Any resulting costs as a result of excess water use or from the water leak in private property pipework, fittings, or fixtures are the property owner's responsibility, and shall be paid for by the property owner.

2.6.3 Water Pressure

Council's water supply system has not been designed for a specific level of fire-fighting capability. Council endeavours to maintain a minimum pressure of 20 m head during

peak instantaneous demand however Council cannot guarantee residual water pressure greater than 12m head in Council's water supply main at the hydrant under fire fighting flow conditions.

It is the responsibility of the property owner to ensure that their systems continue to meet the required codes and operate effectively at all times.

Water supply pressures vary all the time from changes in system demand, main breaks, operational changes and water usage within the property. Council also undertakes pressure and leakage management programs that may result in a reduction in water supply flow and pressure.

2.6.4 Inaccessible Water Meters

Where a water meter is inaccessible for reading, Council will send a warning letter to the property owner stating that the meter is inaccessible and was unable to be read.

If the meter is unable to be read the subsequent billing quarter, additional charges will apply as per Council's fees and charges.

2.6.5 Damaged Water Meters

Where meters or smart metering devices are damaged, these will be repaired by Council and an invoice for the costs incurred will be issued to the property owner.

Council will not install a smart metering device during building works on a property unless Council determines the device has appropriate protection.

If Council is repeatedly called out to a property to repair a damaged meter the property owner will be invoiced the cost for Council's meter protection cage to be installed over the meter in addition to meter repair costs.

2.7 Ownership and Maintenance Responsibilities – Wastewater

2.7.1 Council's Responsibilities

Generally Council accepts the responsibility, upon notification of a fault, for maintenance, repair or renewal from the sewer main to the connection point within the property.

Where there is doubt as to the location of a fault, Council will investigate the issue and determine the responsible party.

2.7.2 Property Owner's Responsibilities

Property owners are responsible for repair and maintenance of internal house sanitary drains from the sewer connection point, including the inspection shaft. Property owners are responsible for maintaining the inspection shaft in a visible and working condition.

Council will not reimburse property owners for costs relating to plumbers except where Council has been notified first in good faith and has incorrectly attributed the problem to the property owner's responsibility.

Where there is doubt as to the location of the issue, it is recommended the property owner contact Council in the first instance to investigate.

Appendix A contains a diagram detailing standard house connections and responsible parties.

2.8 Requirements for Specific Connection/Development Types

2.8.1 Fire Services

Where a fire service is required, information on expected maximum and minimum pressures under fire flow conditions for the site must be obtained from Council by submitting a *Fire Pressures Certificate Application* and paying the relevant fee. Details on pressure are in section 2.6.3.

The following conditions apply to fire services:

- Fire hose reels shall be connected to a metered service which may be inline metered. The minimum size service for a single hose reel is 25mm however a 32mm service is normally recommended to allow for pressure and flow fluctuations. Where fire hose reels are connected there shall be no line strainer provided prior to the water meter (AS 3500 cl 4.6.1).
- Where practical it is preferred that all fire hose reels come off the domestic service to reduce the number of tappings to the main and standardise installations.
- For all metered fire services other than fire hose reels, in-line meters are not permitted. Installations shall be a metered bypass across a double check detector assembly. This includes fire hydrants installed in accordance with AS 2419.1, Booster pumps (AS 2419.1) sprinkler services (AS 2118.1) and window or wall drencher systems.
- Window or wall drencher systems must be separate and distinct from all other services (AS 2118.1 cl 4.4.1). Large/complex installations will require metering across a double check detector assembly.
- The direct connection of water booster pumps to Council's water main is not permitted. Where pumps are required (as nominated by the hydraulic engineer), the applicant must provide storage/break tank(s) for fire-fighting supply in accordance with AS2419 and AS3500.
- Above ground isolation valves shall be a full flow outside screw and yoke wheel, resilient seated gate valve or approved butterfly valve closed by rotating the handle clockwise;
- Below ground isolating valves shall be resilient seated key operated sluice valves.

Fire services must be designed by a suitably qualified hydraulic consultant and certified that the design and installation complies with the relevant Australian Standards. The plumber is responsible for labelling and securing all fire services as per the relevant Australian Standards.

The property owner is responsible for maintaining private fire services up to the meter at the water main.

Where the fire service lines to serve the development are greater in diameter than the water main diameter that the fire service line is connected to, then the water main shall be augmented to the same size or larger (as approved by us) at the developer's full cost. The extent of the augmentation shall be determined by Council.

2.8.2 Master / Subtract Metering Arrangements

Where a property has three or more tenancies / services within the boundary of the property then each tenancy / service may be individually metered off the one service (called a Subtract Meter).

In this case there will also be a single, metered, connection between the internal water supply and Council's water distribution infrastructure (called the Master Meter).

Pipes and fittings between the master meter and the sub-meters shall remain the property of the building owner. The master meter, subtract meters and smart meter reading devices shall remain the property of Council for maintenance and replacement.

By design all normal flow through a Master Meter must also be metered through a Subtract Meter, such that the total flow through the master meter equals the sum of flow through the subtract meters.

Access charges are levied on all subtract meters. The master meter will have no access charge levied but will be used to capture leakage or inappropriate fire hose usage.

Council will install the master meter with the subtract meters to be installed by a licenced Plumbing Contractor. The subtract meters must:

- Have an individual serial number unique to that meter;
- Conform to the NMI R 49-1 and Australian Standard AS/NZS 3565 including the "Standards Mark";
- Have the appropriate level of backflow prevention; and
- Be of a type compatible with Council's smart metering system (see section 2.5.1).

Plumbers are required to label the lot numbers as depicted on the council approved hydraulic plan on each sub meter. The label or tag shall be fixed to the pipework adjacent to the meter or attached to the meter and have the unit number and meter number displayed in permanent ink.

To apply to install subtract meters to a property that is already metered, the property owner shall submit:

- *A Water Service Application*
- A Hydraulic plan prepared by a suitably competent and qualified hydraulic engineer or plumber. The hydraulic plan shall clearly confirm that there are no connections between the master meter and the subtract meters. The plan shall also show the current configuration and any proposed alterations on the privately owned component of the properties' water service to demonstrate that these alterations are able to be carried out.
- A signed letter from the Owners Corporation shall accompany the water service application that all owners approve of installation of subtract meters.

It should be noted that due to existing plumbing, the retro-fitting of subtract meters may require significant internal works and/or costs and it is recommended that the owner consider this prior to the installation of the additional meter(s). Changes to internal plumbing are the responsibility of the property owner and will require appropriate Plumbing and Drainage section 68 approvals.

2.8.3 Private Water Meters

Application can be made for private meters to be handed over to Council to be read and maintained as part of Council's meter fleet. Assessment is made on a case-by-case basis taking into account the following conditions:

- All master/subtract meters must comply with this policy;
- Meters must be in good condition, of suitable quality and compatible with Council's Smart Metering Devices;
- All meters have the appropriate level of backflow prevention.
- Meters have Smart Metering Devices installed.

To apply, the Owner must submit a *Water Service Application* together with a hydraulic plan that is prepared by a suitably qualified plumber or hydraulic engineer. The hydraulic plan shall clearly confirm that there are no connections between the master meter and the private subtract meters (for example an unmetered connection to an external hose tap). A signed letter from Owners Corporation shall accompany the water service application that all owners approve of Council taking ownership of the subtract meters.

Council will contact the plumber nominated on the *Water Service Application* form to inspect the existing meters. If the existing meters are not to Council's standard there may be additional costs to replace the existing meters. Smart metering shall be fitted to master and all subtract meters at the applicants cost.

2.8.4 Rural Connections

The following standard conditions will apply to any rural connections approved under section 2.2.2:

- The supply point shall be at the meter which will be located no more than one (1) metre from the property boundary;
- The construction of pipework, meters and valves from the water main to the supply point will be done by Council at the applicant's cost;
- All rural connections must have backflow protection to Council's satisfaction. In addition, any property with its own Onsite Sewage Management System (OSSMS); Greywater Treatment System (GTS); or a Grey Water Diversion Device (GDD) must comply with Council's *Containment Backflow Prevention* policy and have as a minimum a testable backflow prevention device installed at the water meter assembly;
- Water supply is for domestic purposes only and as such only 20mm connections are permitted;
- Meters shall be fitted with Council's smart metering system.
- For any rural extension to potentially serve more than one consumer a minimum main size of 50 mm shall be adopted;
- Council makes no guarantee as to the quantity and pressure of supply. It is the property owner's responsibility to determine if a storage tank and pressure pump system to distribute the water supply to the dwelling is required.

Council may require individual consumers to enter into special agreements for supply when standard conditions of water supply are not appropriate.

2.8.5 Recycled Water Connections

Special conditions apply to recycled water connections which are specified in Council's *Dual Water Supply Plumbing* policy. In addition to the requirements of the *Dual Water Supply Plumbing* policy:

- Where an application for a 20mm drinking and 20mm recycled water connection is received together, Council will install both meters for the same fee as a single potable connection.
- Only a 20mm recycled water service will be provided for domestic purposes.
- Commercial/industrial requirements must be sized to suit demand upon application and the associated hydraulic designs. All costs of the installation will be provided as an estimate for the commercial/industrial property owner.

2.8.6 Rainwater Tanks

Rainwater tanks incorporating a drinking water top-up (where permitted) shall have backflow containment prevention in accordance with Council's *Containment Backflow Prevention* policy.

Any top up mechanism shall incorporate a device to limit the flow rate to 4.0 litres per minute to minimise the impact on neighbouring customers.

Manual change-over devices are strictly not permitted due to the potential for inefficient use of top ups and damage

3 BACKGROUND

Ballina Shire Council exercises its water supply functions under Division 2 Part 3 Chapter 6 of the *Local Government Act 1993*:

This 2021 version is a review and update of Councils previously adopted Water Meter Policy 2017, Resolution No. 240817/22.

4 DEFINITIONS

Plumber	Individual with a Plumbing Contractor Licence issued by NSW Fair Trading
Pressurised Mains	Water mains which have been handed over to Council and/or are pressurised or under Council control.
Rapid Customer Leak Detection	The periodic review of detailed customer consumption patterns for signs of leakage in the customer service
Reticulation mains	A grid of small-diameter water mains used to carry water to individual properties from reservoirs and trunk mains.
Sewage Discharge Factor	The ratio of all wastewater discharged to the sewerage system to the total water consumption, expressed as a percentage.

Smart Meter Reading ('Smart Metering')	The automated, remote collection of meter reads and the provision of detailed water consumption information to the Property owner
Trunk mains	A water main used for bulk transfer to reservoirs or reticulation networks.
Water Meter	A device connected inline to a premises water supply usually at the front of the property to measure the amount of water used for billing purposes.
Unpressurised Mains	Water mains that are being newly constructed and installed by developers/contractors and which have not been pressurised and/or handed over to Council.

5 SCOPE OF POLICY

This policy applies to:

- Property owners
- Water customers
- Sewer customers
- Council employees
- Community members
- Committees of Council
- Consultants/Contractors
- NSW Licensed Plumbers
- Commercial enterprises/businesses, and residential premises in the Ballina Shire that require fire, drinking water, and/or recycled water services.

6 RELATED DOCUMENTATION

Related documents, policies and legislation:

- Local Government Act 1993 (NSW)
- Local Government (General) Regulation 2005
- Environment Planning and Assessment Act 1979 (NSW)
- Public Health Act 2010 (NSW)
- Public Health Regulation 2012
- Water Management Act 2000
- Water Management (General) Regulation 2011
- Best-Practice Management of Water Supply and Sewerage Guidelines 2007 – NSW Government Department of Water and Energy

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- Plumbing Code of Australia (PCA) Australian & New Zealand Standards AS/NZS 3500
 - Liquid Trade Waste Regulation Guidelines 2021 - NSW Department of Planning, Industry and Environment

Ballina Shire Council documents:

- Ballina Shire Urban Water Management Strategy
- Community Strategic Plan 2010-2025
- Urban Water Quality Policy
- Containment Backflow Prevention Policy
- Drinking Water Management System
- Recycled Water Management System
- Dual Water Supply Plumbing Policy
- Enforcement Policy
- Pressure sewer policy

7 REVIEW

The Water and Wastewater Connections Policy is to be reviewed every four years.

8 APPENDIX A

