

Policy title	Water and Sewer Connections
Responsible manager(s)	Director Infrastructure Services
Contact officer(s)	Division Manager Water and Sewer
Directorate	Infrastructure Services
Approval date	9 August 2022
Outcome area	1 Our sustainable shire celebrates our natural environment and outdoor lifestyles
Strategy	1.4 Work together in the management and use of our valuable resources
Delivery Program	1.4.1 Provide safe, reliable and sustainable water and sewer services, guided by the Integrated Water Cycle Management Strategy
Operational Plan	1.4.1.1 Build and renew the water supply network 1.4.1.2 Operate and maintain the town water supply system

Purpose

Council provides, manages and operates water supply and sewerage services in accordance with operating licenses and State and Federal legislation. Detailed requirements for the provision of water and sewer connections to Council's water supply and sewerage systems can be found in legislation, standards, industry codes of practice and guidelines.

Policy aims

- Make Council's requirements for water and sewer connections readily accessible and understandable to the public.
- Promote an integrated framework for dealing with applications for water and sewer connections.
- Ensure consistency and fairness in the manner in which the Council deals with water and sewer customers.
- Ensure compliance with legislative requirements under the *Local Government Act 1993*.

Policy statement

1	Application This policy addresses Council's requirements for connections to Council's water supply and gravity sewerage systems.
2	Legislation Eurobodalla Shire Council will comply with the <i>Local Government Act 1993</i>

Implementation

Requirements	Responsibility
1 General Provisions for Water Connections a) Connections to Council's water supply shall only be permitted where not excluded by Council's <i>Rural and Trunk Mains Connections</i> policy.	Council officers

	<p>b) Permissible connections to the existing water supply are subject to the owner(s) of the land agreeing to:</p> <ul style="list-style-type: none"> • Make full payment of future consumption charges determined in accordance with Council's <i>Water Usage Charges</i> policy; • Safeguard the water service connection from damage; • Make full payment for repair costs associated with any damage to the water meter assembly (accidental or as a consequence of vandalism); and, • Keep the water meter accessible for reading and maintenance purposes. <p>c) All water connections, including new fire services shall be metered.</p> <p>d) All free-standing and multi-unit residential premises must be separately metered.</p> <p>e) Water meters are to be located within 1 metre of the property front boundary or other location approved by the Division Manager Water and Sewer or the Water and Sewer Operations Engineer.</p> <p>f) Connections to Council's water supply shall be carried out by Council following payment of a connection fee as published in Council's Fees and Charges. No work is to commence until the connection fee has been paid in full.</p> <p>g) Council will maintain water service connections from the water main to and including the water meter. All assets including pipes, valves and backflow prevention devices on the property side of the meter are the responsibility of the property owner.</p>	
<p>2</p>	<p>General Provisions for Sewer Connections</p> <p>a) Where a new sewer junction is required to be cut into an existing main, the work shall be carried out by Council following payment of a connection fee as published in Council's Fees and Charges. No work is to commence until the connection fee has been paid in full.</p> <p>b) Where the sewer service connection is constructed in accordance with Council's Water and Sewer Design and Construction Specification, Council will maintain the service connection from the sewer main to the base of the boundary inspection shaft.</p> <p>c) Where the sewer service connection has not been constructed in accordance with Council's Water and Sewer Design and Construction Specification, and Council's sewer is located within the property being served, Council will maintain to the collar of the branch junction with the main.</p> <p>d) Where the sewer service connection has not been constructed in accordance with Council's Water and Sewer Design and Construction Specification, and Council's sewer is located outside the property being served, Council will maintain to the property boundary.</p>	<p>Council officers</p>
<p>3</p>	<p>Vacant Land</p> <p>a) Water Connection</p> <ul style="list-style-type: none"> • Water connections servicing vacant land shall be linked to Council's water main by an individual property service pipe. • A 20mm positive displacement meter shall be used for all vacant residential allotments. 	<p>Council officers</p>

	<ul style="list-style-type: none"> A 25mm positive displacement meter shall be used for all vacant commercial and industrial allotments. <p>b) Sewer Connection</p> <ul style="list-style-type: none"> Sewer connections servicing vacant land shall be linked to Council's sewer main by an individual property service pipe. The property connection point or boundary inspection for sewer connections servicing vacant land shall be terminated at minimum 600mm below ground level and marked using identification tape and hardwood peg or other approved method. 	
4	<p>Single Residential Dwellings</p> <p>a) Water Connection</p> <ul style="list-style-type: none"> New water connections servicing properties with single residential dwellings shall be linked to Council's water main by an individual property service pipe. A 20mm positive displacement meter shall be used for all single residential dwelling water service connections. <p>b) Sewer Connection</p> <ul style="list-style-type: none"> New sewer connections servicing properties with single residential dwellings shall be linked to council's sewer main by an individual property service pipe. 	Council officers
5	<p>Torrens and Community Title Developments</p> <p>a) Water Connections</p> <ul style="list-style-type: none"> New water connections servicing properties with Torrens and Community Title developments shall be serviced by multiple water connections linking each individual lot to Council's water main by individual property service pipes. A 3 metre wide easement shall be created over any water main extension required on private land to service the development. A 20mm positive displacement meter shall be used for each Torrens or Community Title unit water service connection. <p>b) Sewer Connections</p> <ul style="list-style-type: none"> New sewer connections servicing properties with Torrens and Community Title developments shall be serviced by multiple sewer connections linking each individual lot to Council's sewer main by individual property service pipes. A 3 metre wide easement shall be created over any sewer main extension required on private land to service the development. 	Council officers
6	<p>Strata Title Developments</p> <p>a) Water Connection(s)</p> <p>New water connections servicing properties with strata title developments shall be either:</p> <ul style="list-style-type: none"> Linked to Council's water main by an individual property service pipe, with all strata units separately metered by private water meters within the development. The property service meter shall be sized in accordance with the requirements of Australian Standard 3500.1 Plumbing and Drainage – Water Services. Serviced by multiple water connections linking each strata unit to Council's water main by individual service pipes. A 20mm 	Council officer

	<p>positive displacement meter shall be used for each strata unit water service connection.</p> <p>b) Sewer Connection</p> <ul style="list-style-type: none"> New sewer connections servicing properties with strata title developments shall be linked to Council's sewer main by a single individual property service pipe where practicable. <p>Applicants for strata title developments shall be advised that water and sewer connections standards for Torrens and Community Title developments are more onerous, and that allowance for future upgrading of water and sewer connections should be considered in the design.</p>	
7	<p>Dual Occupancy Developments</p> <p>a) Water Connection(s)</p> <p>New water connections servicing properties with dual occupancy developments shall be either:</p> <ul style="list-style-type: none"> Linked to Council's water main by an individual property service pipe, with dwellings separately metered by private water meters within the development. Serviced by multiple water connections linking each dwelling to Council's water main by individual service pipes. A 20mm positive displacement meter shall be used for each water service connection. <p>b) Sewer Connection(s)</p> <p>New dual occupancy developments shall be serviced by either:</p> <ul style="list-style-type: none"> A single connection to Council's sewer main by an individual property service pipe. Multiple sewer connections linking each dwelling to Council's sewer main by individual service pipes. <p>Applicants for dual occupancy developments shall be advised that sewer connections standards for development other than single residential dwellings/dual occupancies are more onerous, and that upgrading sewer connections in the future may be costly or impractical.</p>	Council officers
8	<p>Commercial and Industrial Developments</p> <p>a) Water Connections</p> <ul style="list-style-type: none"> New water connections servicing properties with commercial or industrial developments shall be linked to Council's water main by a single individual property service pipe where practicable. Water meters shall be sized in accordance with the requirements of Australian Standard 3500.1 Plumbing and Drainage – Water Services. Water meters supplying commercial and industrial allotments shall be a minimum of 25mm. The property owner may be required to install and maintain a testable backflow prevention device in accordance with Council's 	Council officers

	<p><i>Water Supply Backflow Prevention and Cross Connection Control policy.</i></p> <p>b) Sewer Connections</p> <ul style="list-style-type: none"> • New sewer connections servicing properties with commercial or industrial developments shall be linked to Council’s sewer main by a single individual property service pipe where practicable. • The occupant may require an approval to discharge liquid trade waste to Council’s sewer and may be required to enter into a Liquid Trade Waste Service Agreement in accordance with Council’s <i>Liquid Trade Waste Regulation</i> policy. 	
<p>9</p>	<p>Mixed Development</p> <p>a) Water Connection(s)</p> <p>New water connections servicing properties with mixed residential / commercial developments shall be either:</p> <ul style="list-style-type: none"> • Linked to Council’s water main by an individual property service pipe, with all residential units separately metered by private water meters within the development. The property service meter shall be sized in accordance with the requirements of Australian Standard 3500.1 Plumbing and Drainage – Water Services. • Serviced by multiple water connections linking each residential unit to Council’s water main by individual service pipes. A 20mm positive displacement meter shall be used for each residential unit water service connection. <p>b) Sewer Connection</p> <ul style="list-style-type: none"> • New sewer connections servicing properties with mixed developments shall be linked to Council’s sewer main by a single individual property service pipe where practicable. <p>Applicants for mixed residential / commercial developments shall be advised that water and sewer connections standards for Torrens Title developments are more onerous, and that allowance for future upgrading of water and sewer connections should be considered in the design.</p>	<p>Council officers</p>
<p>10</p>	<p>Fire Services</p> <ul style="list-style-type: none"> • Water connections dedicated to servicing private hydrants and/or sprinkler systems shall have a double detector check valve with a 25mm diameter bypass fitted. The 25mm meter shall not be fitted with integral check valves. • Fire services servicing properties with strata title developments may be used as an internal water main to supply individual strata units. The metered bypass shall be sized in accordance with the requirements of Australian Standard 3500.1 Plumbing and Drainage – Water Services. • Water connections required for fire services must not contain an in-line strainer. 	<p>Council officers</p>

	<ul style="list-style-type: none"> Owners of Fire Services must lodge an annual “Backflow Prevention Device Inspection, Testing and Maintenance Report in accordance with Council’s <i>Water Supply Backflow Prevention and Cross Connection Control Policy</i> for the service to be considered a Fire service. 	
11	<p>Disconnections and Restrictions</p> <p>Disconnection from Council’s water supply or sewerage system may be instigated by the property owner(s) or by Council.</p> <p>a) At request of the property owner(s).</p> <ul style="list-style-type: none"> The property owner(s) may request that a water or sewer service be disconnected from Councils water supply or sewerage system if the property becomes vacant or is to be redeveloped. Disconnections from Council’s water supply or sewerage systems shall be carried out by Council following payment of a disconnection fee as published in Council’s Fees and Charges. No work is to commence until the disconnection fee has been paid in full. Disconnection from the system may not necessarily result in the property no longer being subject to water and sewer access charges. Owners should confirm if annual access charges will still be payable when seeking to disconnect a service. <p>b) Disconnection by Council</p> <ul style="list-style-type: none"> Failure to comply with Council’s water and sewer policies or to pay water and sewer rates or charges may result in Council taking action to restrict the supply of water to a premises or to disconnect the property from its water supply and sewerage systems. Disconnection or restricting the supply of water does not affect the liability of the rateable person to pay the outstanding rates or charges. Restricting the supply of water to a premises or disconnection from Council’s water supply or sewerage systems will be undertaken in accordance with the Local Government Act and Regulations. 	
12	<p>Staff</p> <p>Under supervision, applicable Council staff will be responsible for ensuring that policies are implemented appropriately within their work area, after they have received relevant training to do so.</p>	Council officers
13	<p>Concerns</p> <p>Concerns received regarding the application of the Water and Sewer Connections policy will be recorded on Council’s Customer Service Request (CSR) or records system and handled in accordance with Council’s Customer Complaints & Services Request Policy. They will be used to analyse the history of concerns and to help determine follow up actions.</p>	Council officers
14	<p>Consultation</p>	As applicable

	Consultation regarding this policy will occur as relevant and may include legislative bodies, other relevant legislation, industry guidelines, and public comment.	
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Review

This policy will be reviewed every 4 years. It may also be reviewed and updated as necessary if legislation requires it; or when Council's related policies, functions, structure or activities change; or when technological advances or new systems change the way that Council manages water and sewer connections.

The policy may be revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council updates or revokes it sooner. **Note:** *The next general local government election is expected to be held in September 2024.*

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Delivery Program/ Operational Plan outcomes achieved	Council reporting
Concerns or complaints registered	Council records
Internal or external review	Audit

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Related Council Policy or Code of Practice	https://www.esc.nsw.gov.au/_data/assets/pdf_file/0005/138632/Water-and-Sewer-Connections-policy.pdf
<i>Local Government Act 1993</i>	https://www.esc.nsw.gov.au/_data/assets/pdf_file/0011/138629/Water-Supply-and-Backflow-Prevention-And-Cross-Connection-Control-Policy.pdf
Water and Sewer Rural and Trunk Mains Connections policy	https://www.esc.nsw.gov.au/_data/assets/pdf_file/0003/138630/Water-and-Sewer-Rural-and-Trunk-Main-Connections-policy.pdf
Water Usage Charges policy	https://www.esc.nsw.gov.au/_data/assets/pdf_file/0004/138631/Water-Usage-Charging-Policy-UPDATED-5-June-2020.pdf
Liquid Trade Waste Regulation policy	https://www.esc.nsw.gov.au/_data/assets/pdf_file/0008/138590/Liquid-Trade-Waste-Regulation-Policy.pdf
Water Supply Backflow Prevention & Cross Connection Control policy	https://www.esc.nsw.gov.au/_data/assets/pdf_file/0011/138629/Water-Supply-and-Backflow-Prevention-And-Cross-Connection-Control-Policy.pdf

Supporting documents

Name	Link
Water and Sewer Design and Construction Specification	www.esc.nsw.gov.au

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	10 Sep 2013	Council	13/272	E13.7095 E06.0113 E06.0374	Policy commenced. Combines and replaces three previous policies 'Service Connections for Developments other than Single Dwellings', 'Water Meter Sizing' and 'Water Meters on Vacant blocks'
2	09 May 2017	Council	TBA	E16.0297 E06.0113 E06.0374	Reviewed and updated (start of new Council term) GMR17/013
3	09 Aug 2022	Council	22/191	E16.0297 E06.0113 E06.0374	Reviewed and updated (start of new Council term) Report GMR22/081

Internal use

Responsible officer		Director Infrastructure Services		Approved by	Council
Minute	22/191	Report	GMR22/081	Effective date	9 August 2022
File	E16.0297 E06.0113 E06.0374	Review date	Jun 2022	Pages	8