

Policy title	Water Supply Backflow Prevention and Cross Connection Control
Responsible manager(s)	Director Infrastructure Services
Contact officer(s)	Division Manager Water and Sewer
Directorate	Infrastructure Services
Approval date	22 November 2022
Outcome area	1. Sustainable
Strategy	1.4 Work together in the management and use of our valuable sources
Delivery Program	1.4.1 Provide a safe, reliable and sustainable water and sewer services, guided by the Integrated Water Cycle Management Strategy
Operational Plan	1.4.1.2 Operate and maintain the town water supply stream

Purpose

Council is responsible for ensuring that drinking water supplied from Council's water supply system is safe to use. To achieve this, Council treats water to a standard that meets the *Australian Drinking Water Guidelines* and manages the water supply system to prevent the water from being contaminated in the distribution and reticulation network.

Containment Protection

There is a risk that activities at premises connected to Council's water supply system can contaminate the water at the premises, and unless there is a barrier preventing contaminated water from returning to Council's water supply system, there is a risk that those activities will contaminate the public water supply.

To ensure the protection of the public water supply, Council requires that all premises connected to Council's water supply system are provided with a backflow prevention device for containment at the property boundary.

Backflow prevention devices that are required for protection against medium or high hazards, as assessed by Council, must be registered with Council and must be tested regularly to ensure that they remain effective. Backflow prevention devices that are required for protection against low hazards, such as at residential premises, are not required to be testable nor registered with Council.

Cross-Connection Control

Many premises connected to Council's water supply system have an alternative water supply e.g. rainwater, that provides water to internal fixtures such as irrigation systems, washing machines and toilets.

There is a risk that non-potable water supplies cross-connected to Council's water supply system within premises will contaminate the public water supply. Where another water source is connected to Council's water supply system, the internal plumbing must meet the particular requirements of Australian Standard 3500 Plumbing and Drainage.

Where a cross-connection is identified, Council will request the landowner to arrange for the internal plumbing to be altered to meet the Australian Standard or for the cross-connection to be removed. If the landowner does not take the necessary actions within required timeframes, then Council will restrict or disconnect the property from the Council's water supply system to protect the integrity of the Council's water supply system.

Policy aims

- To ensure the integrity of the Council's water supply system by minimising the risk of backflow contamination from connections to the system.

- Take such steps as are appropriate to ensure the provision of a safe water supply to consumers.
- Promote an integrated framework for dealing with water supply backflow prevention and cross connection control.
- Ensure consistency and fairness in the manner in which the Council deals with water consumers.
- Ensure compliance with legislative requirements under the *Local Government Act 1993*.
- Make the Council's policies and requirements for water supply backflow prevention and cross connection control are readily accessible and understandable to the public.

Policy details

1	<p>Application</p> <p>Containment Protection</p> <p>This policy applies to all premises connected to Council's water supply.</p>
2	<p>Legislation</p> <p>This policy ensures Eurobodalla Shire Council's compliance with Section 17 of the Plumbing and Drainage Act 2011.</p>

Implementation

Requirements	Responsibility
<p>1</p> <p>Containment Protection</p> <p>1) Council requires all premises connected to the water supply to be provided with a backflow prevention device for containment at the property boundary. The containment backflow prevention device shall be suitable for the degree of cross-connection hazard rating deemed applicable by Council.</p> <p>2) Where required, backflow prevention devices shall be:</p> <ul style="list-style-type: none"> • registered with Council where the backflow prevention device is a break tank, registered air gap, reduced pressure zone device, pressure vacuum breaker or testable double check valve assembly; • of an authorised type; • installed according to the provisions of the Plumbing Code of Australia. • maintained in a satisfactory operating condition. <p>3) All backflow prevention devices are the responsibility of the property owner.</p> <p>4) The inspection, testing and maintenance of registered backflow prevention devices shall be carried out by authorised persons, who are accredited to carry out testing procedures.</p> <p>5) The property owner shall arrange for all registered devices to be tested and a "Backflow Prevention Inspection Testing and Maintenance Report" shall be provided to Council at intervals not exceeding 12 months.</p> <p>6) Where the testing of backflow prevention devices and submission of the required "Backflow Prevention Inspection Testing and Maintenance Report" is not completed by the date</p>	<p>Council officers</p>

	<p>specified, Council may inspect, test and carry out maintenance on the backflow prevention device for a fee.</p>	
2	<p>Cross-Connection Control Rainwater tanks at premises connected to the water supply system must be installed in accordance with the Council’s Code of Practice - Design Guidelines for Rainwater Tanks Where an Existing Reticulated Water Supply Exists.</p> <p>Where, in the opinion of Council a potential or physical cross-connection is found in the water service at any property, the property owner shall, upon written advice from Council, ensure that such cross connection is immediately disconnected or altered to comply with Council’s requirements or otherwise removed. Failure to comply within the period nominated by Council may result in the immediate restriction or disconnection of the property from Council’s water supply.</p>	Council officers
3	<p>Staff Under supervision, relevant Council staff will be responsible for ensuring that this policy is implemented appropriately within their work area, after they have received appropriate training to do so.</p>	Council officers
4	<p>Concerns Public concerns communicated to Council in relation to this policy will be recorded on Council’s records system and handled in accordance with Council’s Customer Service or Complaints policy. These records will be used to determine any follow-up actions and analyse the history of reported public concerns.</p>	Council officers
5	<p>Consultation Any consultation deemed necessary will occur as required with key stakeholders, which may include (but not be limited to) the community, other agencies, statutory and industry bodies. Public submissions regarding this policy are invited for consideration during the exhibition period.</p>	As applicable

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 backflow prevention and cross 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
Customer feedback, survey responses	Surveys
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 - <i>Design Guidelines for Rainwater Tanks Where Existing Reticulated Water Supply Exists</i>	https://www.esc.nsw.gov.au/council/governance/council-policies
<i>Local Government Act 1993</i>	www.legislation.nsw.gov.au/maintop/view/inforce/act+30+1993+cd+0+N
<i>Australian Standard AS3500.1:2013</i>	https://www.standards.org.au/standards-catalogue/sa-snz/waterandwasteservices/ws-014
<i>Local Government (General) Regulation 2005</i>	www.legislation.nsw.gov.au
<i>Plumbing and Drainage Act 2011</i>	www.legislation.nsw.gov.au/#/view/act/2011/59

Related external references

Name	Link
Office of Local Government	www.olg.nsw.gov.au
Fair Trading – Plumbers and Drainers	https://www.fairtrading.nsw.gov.au/trades-and-businesses/construction-and-trade-essentials/plumbers-and-drainers

Change history

Version	Approval date	Approved by	Min No	File No	Change
1	22 Sep 2009	Council	09/291	E09.3418 E06.0113	Policy commenced
2	10 Sep 2013	Council	13/272	E13.7095 E06.0113	Reviewed and updated (start of new Council term)
3	25 Jul 2017	Council	17/237	E16.0297 E06.0113	Reviewed and updated (start of new Council term)

4	22 November 2022	Council	22/313	S004- T00060	Reviewed and updated (start of new Council term) Report GMR17/021
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Internal use

Responsible officer		Director Infrastructure Services		Approved by	Council
Minute	22/313	Report	GMR22/111	Effective date	22 November 2022
File	S004- T00060	Review date	22 November 2022	Pages	5