



**NARROMINE SHIRE COUNCIL
WATER & SEWER POLICY
BEST PRACTICE PROCEDURES**

Adopted by Council 15 November 2011
Resolution No 2011/551

NARROMINE SHIRE COUNCIL WATER & SEWER POLICY BEST PRACTICE PROCEDURES CONTENTS

INTRODUCTION	3
OBJECTIVES	3
NARROMINE SHIRE LOCAL GOVERNMENT AREA	3
RELEVANT LEGISLATION & GUIDELINES	4
COUNCIL RESPONSIBILITY PERTAINING TO WATER METERS	4
FULL COST RECOVERY	4
WATER SERVICES	5
WATER AND SEWER SPECIAL RATES AND CHARGES	5
GENERAL	6
DEBT RECOVERY	6
WATER, SEWER & TRADE WASTE CONSUMPTION & ACCESS CHARGES	6
DOWN SIZE, UPSIZE, DISCONNECTION OF WATER METER SERVICES	7
BACKFLOW PREVENTION DEVICES (BPD)	7
SPECIAL WATER METER READINGS	8
TESTING OF WATER METERS	8
REPLACEMENT OF WATER METERS	8
COUNCIL STANDPIPES	9
PREVENTION OF WASTE AND MISUSE OF WATER	9
WATER CHARGES – HOME DIALYSIS	9
FIRE HYDRANTS	10
WATER RESTRICTIONS	11
CUTTING OFF OR RESTRICTING WATER SUPPLY	12
CONCEALED AND UNDETECTED WATER LEAKS	13
SPECIAL CIRCUMSTANCE	14
WATER QUALITY TESTING	15
CARTAGE FOR POTABLE WATER	15
CARTAGE FOR STOCK WATER	15
BEST-PRACTICE PRICING – WATER SUPPLY, SEWERAGE AND TRADE WASTE	16
TRADE WASTE	18
WATER, SEWERAGE AND STORMWATER WORK COMPLIANCE	19
SEWER JUNCTIONS	19
CONNECTIONS TO COUNCIL'S SEWERAGE SYSTEM	19
INSPECTION OF PIPES AND DRAINS AND MEASUREMENT OF WATER AND SEWAGE	20
JOINT SEWERAGE SERVICE PROHIBITED	21
DEVELOPER CHARGES	21
MISCELLANEOUS	22
APPLICATION FOR ADJUSTMENT DUE TO A CONCEALED OR	23
APPLICATION TO DOWN SIZE, UPSIZE OR DISCONNECT	24

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INTRODUCTION

Narromine Shire Council has developed this policy document to outline the requirements for the supply of water and sewerage services in the Narromine Shire Council local government area to replace multiple policies and incorporate as one policy.

OBJECTIVES

To provide the effective, efficient and appropriate operation of Council's water and sewerage operations, to provide the community with a safe and healthy water supply and environmentally sustainable sewerage system for the disposal and reuse of wastewater.

This policy has been designed to assist the community and Council staff in the provision, understanding and implementation of water, sewer and trade waste services in a responsible manner.

All activities relating to the supply of water and sewer services shall comply with relevant Workcover and Occupational Health & Safety requirements.

Council staff will at all time conduct themselves in a respectful and responsible manner when dealing with the public.

NARROMINE SHIRE LOCAL GOVERNMENT AREA

- Narromine – Water supply, sewerage and trade waste services provided.
- Trangie - Water supply, sewerage and trade waste services provided.
- Tomingley - Water supply only.

RELEVANT LEGISLATION & GUIDELINES

This policy document has been drafted with due consideration to the following:

Local Government Act, 1993
Local Government (General) Regulation 2005
Local Government (Water Services) Regulation 1999
Water Act 1912
Water Management Act 2000
Occupational Health & Safety Act, 2000 (Work Health & Safety Act 2011)
Public Health Act 2010
Division of Land and Water Conservation “ Water Supply, Sewerage & Trade Waste Pricing Guidelines”
Department of Energy, Utilities and Sustainability” Liquid Trade Waste Management Guidelines
Narromine Shire Council’s current Trade Waste Policy
AS 3500.1.2003 Plumbing and Drainage – Water Services
AS 2845 Water Supply – Backflow Prevention Parts 1, 2 & 3
NSW Code of Practice – Plumbing and Drainage
Council’s Debt Recovery Best Practice Internal Procedures
Council’s Fees and Charges
Lower Macquarie Water Utilities Alliance Pricing Policy
Narromine Local Environment Plan, 2011 (Draft)

COUNCIL RESPONSIBILITY PERTAINING TO WATER METERS

Council is responsible to supply and fit a water meter assembly when installing a connection to Councils water supply, the cost of the meter assembly and installation is included in the * water connection fee.¹

A water meter connection will generally be installed within 10 working days of the water connection being approved and payment of the *water connection fee.¹

FULL COST RECOVERY

Full cost recovery is essential for the long term financial viability of water supply and sewerage services and for communicating the value of the services to customers through cost reflective pricing signals. Full cost recovery involves annually raising sufficient revenue to cover the operation, maintenance and administration costs, together with the current cost depreciation of water supply and sewerage infrastructure.

¹ * Refer to Council’s Fees & Charges

WATER SERVICES

On payment of a water connection fee for access to council's water supply and approval for the connection within the Council policy or practice, Council shall provide and install a water service from the council main for a distance of up to 20 metres; this will generally have the water meter assembly immediately adjacent to the water main. If Council determine that the water service requires an extension beyond 20 metres to ensure the water meter assembly can be located in a safe location, Council shall carry out the appropriate work and the property owner shall bear the cost of the water service extension. Payment for such work must be paid as per the price quoted by Council prior to works commencing.

Council's maintenance responsibility of a water service ceases at the outlet of the water meter.

Council shall provide and install lockable meter taps if requested by a customer. Customers are required to pay for the installation of lockable meter taps.

WATER AND SEWER SPECIAL RATES AND CHARGES

That Council will apply the provisions of Section 552 of the *Local Government Act* whereby any land situated within 225 metres of a Council Water Main and/or 75 metres from any sewer of Council may be liable for water and/or sewerage rates as set unless:-

- (a) specific exemptions are granted by Council
- (b) the land is non-rateable
- (c) the land lies in the R5 {Large Lot Residential} zone or the RU1 {Primary Production} and the ratepayers have requested, by majority, not to be connected to the water supply or sewerage service.

Except where the land is actually connected to the water or sewerage system.

Any connections made outside the R1 {Residential}, R5 {Large Lot Residential}, RU5 {Village}, IN1 {General Industrial}, B2 {Local Centre} which have been exempted as in (a) (b) and (c) above, will be charged as follows;

- (i) Headworks contribution will be charged in accordance with Council's adopted fees and charges
- (ii) Full cost of extending the Council main to the point of supply
- (iii) Cost of normal connection from Council main to property.

GENERAL

- Water meter access charges are based on the size of the water meter.
- Water meters will be relocated after the appropriate relocation form is completed, approved and the fee to relocate the meter the required distance is paid (refer to water meter relocation form).
- Sale of new or used Council water meters to the public is prohibited.
- Water meters are read quarterly or on a monthly basis when requested and approved. Water usage accounts to be paid within 1 month from the date the account was issued.
- Council reserves the right to average a customer's water billing account from previous consumption figures where a water meter malfunctions or to estimate an account based on related available information.
- Pension rebates are not granted on water usage.
- Water usage and access charges are determined on an annual basis with the adoption of Council's Management Plan.
- Sewer usage and access charges are determined on an annual basis with the adoption of Council's Management Plan.

DEBT RECOVERY

Debt recovery will be carried out in accordance with Council's Best Practice Internal Debt Recovery Procedures.

WATER, SEWER & TRADE WASTE CONSUMPTION & ACCESS CHARGES

The water, sewer and trade waste consumption and access charges are determined on an annual basis and are displayed in Council's Draft Management Plan for comment prior to adoption. Ratepayers are encouraged to participate in this process. Please refer to Council's Fees & Charges for the current water, sewer and trade waste consumption and access charges for the current year. The calculation method for commercial properties is outlined in the Best-Practice Pricing section of this Policy.

DOWN SIZE, UPSIZE, DISCONNECTION OF WATER METER SERVICES

Water meter connection up sizing will be considered on receipt of a written application, if Council determines that the water connection upsizing is allowable, the appropriate fees and charges for this service are to be levied.

Council will consider downsizing a water meter, ONLY when the appropriate downsizing request form details have been completed and attached with the relevant flow requirements. This request will then be reviewed by Councils Engineering Department for approval. If such a request is approved, payment of the ****appropriate fee** must then be made.

Application forms to down size, upsize and disconnect are available from Council's website www.narromine.nsw.gov.au or Narromine Council Chambers. Water access charges will be adjusted from the date of the water meter has been down sized or upsized. No adjustment is required where a disconnection has occurred unless the property is connected by an alternate water meter. These services will be carried out when time permits.

BACKFLOW PREVENTION DEVICES (BPD)

Council has the responsibility to supply safe drinking water to the community. As a part of that responsibility, cross-connection control programs must be implemented.

To comply with AS 3500.1.2003, "All water supply systems shall be designed, installed and maintained so as to prevent contaminants from being introduced into the water supply system". (Section 4.2.1, pg 20). Accordingly, Council may at anytime, require any residential, or non-residential premises connected to the water supply to be provided with a backflow prevention device(s) for containment at the property boundary. The cost of this BPD is borne by the property owner. The BPD is the responsibility of the property owner and must be tested annually. The property owner must furnish an inspection/test report to Council at the completion of such inspection/test. Council may carry out these inspections and any maintenance for a fee*. This fee* will be determined on an individual basis.²

² * Refer to Council Fees & Charges * *
Appropriate fee to be established

SPECIAL WATER METER READINGS

Special water meter readings can be requested upon application and payment of the *appropriate fee. Council takes no responsibility for the calculation of water, sewer and trade waste usage charges if a water meter reading has not been applied for when a property is in the process of selling.

TESTING OF WATER METERS

Where a ratepayer considers that a defective water meter is responsible for an inaccurate water account, the meter is to be checked for accuracy, after payment of the *appropriate fee has been received. If the meter is found to be defective, registers 3% more or less than the correct quantity is taken to correctly measure the water passing through it, the cost of checking and rectification is to be met by Council. If no defect is present, the cost of checking to be met by the ratepayer. If the water meter is found defective the account shall be adjusted as follows:

- On the basis of a daily consumption equal to the average daily consumption during the corresponding meter reading period of the previous year, or
- On such other basis as the council and the consumer may agree.

Council staff will test 20mm and 25mm water meters. Meters greater than 25mm will be sent away for testing.³

REPLACEMENT OF WATER METERS

Where damage to a water meter has been caused by customer negligence, all costs associated with the replacing/repairing of the water meter shall be passed onto the customer.

³ * Refer to Council Fees & Charges

COUNCIL STANDPIPES

Bulk water is available for purchase from Council standpipes in Narromine and Trangie. To access the water standpipe, customers are required to complete an application form providing personal and vehicular details. Upon payment of a refundable deposit, customers are issued with a key to the standpipe. Customer information is provided to Avdata. Avdata will issue an account for the water taken by the customer. The price per kilolitre is set annually in Council's Fees & Charges as part of the adoption of the Management Plan.

PREVENTION OF WASTE AND MISUSE OF WATER

The owner, occupier or manager of a premises to which water is supplied must:

- Prevent waste of water by taking prompt action to repair leaking taps, pipes or fittings located on the premises, and
- Take any other action that is reasonable to prevent waste and misuse of water.
- Regular educational campaigns will be conducted to advise consumers and owners of their responsibilities and if necessary appropriate action taken by the Council to enforce.

WATER CHARGES – HOME DIALYSIS

When Council receives advice from a recognized Medical Practitioner or Medical Service, that a ratepayer or resident responsible for the payment of water user charges, is on a home dialysis renal machine, Council will supply, at no cost, water used in this machine provided a Statutory Declaration is received from the property owner or occupier stating the following:-

- The address of the premises the home dialysis machine is located.
- The annual water consumption of the home dialysis renal machine.
- Written notice must be given to Council if the machine is no longer required or removed from the property.

FIRE HYDRANTS

“(1) The council:

(a) must install hydrants in its water mains at such convenient distances, and at such places, as may be necessary for the ready supply of water to extinguish fires, and

(b) must maintain the hydrants in effective working order.

This subclause does not apply to a water main that is less than 100 millimetres in diameter or if the water supply system is not sufficient for the operation of fire hydrants (in such circumstances the council may provide other means for the ready supply of water to extinguish fires).

(2) The council may, at the request and expense of the owner or occupier of a building, install a hydrant (to be used only for extinguishing fires) in or in the vicinity of the building. If such a hydrant is installed, the council must ensure that it is maintained in effective working order.

(3) A council may remove a hydrant from any of its water mains if satisfied on reasonable grounds that the hydrant is no longer needed.

(4) The council must at all times keep charged with water all its pipes to which hydrants are connected unless prevented from doing so:

(a) by drought or other unavoidable cause or accident, or

(b) while necessary repairs to the pipe or hydrant are being carried out.

(5) Persons authorised to do so by the council may take water without charge for the purpose of extinguishing fires.”⁴

⁴ Local Government (General) Regulations, 2005.... Reg 142

WATER RESTRICTIONS

“(1) When the Council considers that the available stored water in a water supply system supplying its area, or the available capacity of supply from that system, to be insufficient to allow the unrestricted consumption of water for purposes other than domestic purposes may, by notice published in accordance with this clause, restrict:

- (a) the purposes for which the water can be used, or
- (b) the times when the water can be used, or
- (c) the methods by which the water can be used, or
- (d) the quantities of the water that can be used.

(2) The council may, by notice published in accordance with this clause, place the same sort of restrictions as are referred to in subclause (1) on the use of water from such a water supply system for any purposes (including domestic purposes):

- (a) if there is a drought, or
- (b) if the available stored water, or the available capacity of supply, is so limited as to make extraordinary measures necessary in the general interest of water consumers.

(3) Restrictions under this clause can be imposed in respect of all of the council area supplied by the water supply system, but can apply to a part of that area if and only if:

- (a) the shortage of water or shortage in capacity of supply is limited to that part, or
- (b) the council orders the supply to be restricted to different parts of the area in rotation.

(4) Restrictions under this clause can be imposed only by a notice of the council published in a newspaper circulating within the council’s area.

(5) All agreements made by the council relating to the supply of water are subject to this clause.

(6) This clause does not authorise the council to make orders restricting persons’ rights under the [Water Act 1912](#) or the [Water Management Act 2000](#).⁵

⁵ Local Government (General) Regulation, 2005...Reg 137

CUTTING OFF OR RESTRICTING WATER SUPPLY

“(1) The council may cut off or restrict the supply of water to premises:

(a) if any water meter used to measure that supply is out of repair or, in the opinion of the council, incorrectly registers the supply of water, or

(b) if any rates or charges in respect of the water supplied to the premises are unpaid, or

(c) if, in the opinion of the council, that action is necessary because of unusual drought or other unavoidable cause or any accident, or

(d) if the owner or occupier or person requiring a supply of water fails to comply with a lawful order or requirement of the council as to installing water meters or instruments for measuring the quantity of water supplied, or

(e) if the owner or occupier or person requiring a supply of water fails to comply with a lawful order or requirement of the council to repair or alter water connections, pipes, fittings or fixtures connected to the council’s water supply system, or

(f) if the occupier of the premises contravenes a provision of Division 3 of this Part or fails to comply with any council order or public notice requiring consumers of water to economise its use in time of drought or scarcity of supply, or

(g) if the owner or occupier of the premises fails to comply with a requirement of a council order to remove, replace, alter, extend, repair or stop using a water pipe, fitting or fixture.

(2) The cutting off of the supply of water under this clause for non-payment of rates or charges does not affect the liability of the rateable person to pay those rates or charges.

(3) If the council cuts off the supply of water to premises because:

(a) there is no water meter installed on the premises, or

(b) the water meter on the premises registers incorrectly, or

(c) water rates or charges for the premises are unpaid, the council may refuse to supply water to those premises until a water meter is installed on the premises, the water meter registers correctly or the water rates or charges are paid (as the case may require).⁶

⁶ Local Government (General) Regulation, 2005...Reg 144

CONCEALED AND UNDETECTED WATER LEAKS

The property owner is responsible for all water that passes through their water meter, as a consequence, concealed water leaks can result in significant increases in their water charges.

A property owner can apply, on the appropriate form (available from Council's website www.narromine.nsw.gov.au or Narromine Council Chambers) for a reduction in their water usage charges due to a concealed or undetectable water leak.

RESIDENTIAL – WATER USAGE CHARGES

The water leak must have been significant and undetectable. Significant leakage is determined if the water usage for the period in question is 1.5 times greater than the previous 2 years daily average usage. Undetectable leakage is defined as occurring within pipeline breaks or connections in the ground, under slabs or within walls and is not clearly visible by the owner. (It does not include leakage from an appliance, fixture, water pump, hot water system or the like.)

- The applicant must be the person liable for the water user charges for which the property for which the application applies.
- The property to which the application applies must be the applicants' sole place of residency.
- The property for which the application applies must be land categorised as Residential for rating purposes in accordance with Section 516 of the *Local Government Act, 1993*.
- The application must be received by Council within 30 days of the owner becoming aware of the leak or within 14 days of the issue of the water usage account, whichever comes first.
- A copy of the licensed plumber's invoice or account should accompany the application outlining the cost of the repairs that were necessary, stating the location of the leak and the nature of the repair.
- Where the application is approved the water usage charge will be adjusted in accordance with the "average usage" calculated on the usage details for the subject property over the previous 2 years, whether there has been a change in ownership or not.
- Only one application per property will be considered.

CONCEALED AND UNDETECTED WATER LEAKS (Cont'd)

COMMERCIAL – WATER AND SEWER USAGE CHARGES

The water leak must have been significant and undetectable. Significant leakage is determined if the water usage for the period in question is 1.5 times greater than the previous 2 years daily average usage. Undetectable leakage is defined as occurring within pipeline breaks or connections in the ground, under slabs or within walls and is not clearly visible by the owner. (It does not include leakage from an appliance, fixture, water pump, hot water system or the like.)

- The applicant must be the person liable for the water and sewer user charges for which the property for which the application applies.
- The property for which the application applies must be land categorised as Business for rating purposes in accordance with Section 518 of the *Local Government Act, 1993*.
- The application must be received by Council within 30 days of the owner becoming aware of the leak or within 14 days of the issue of the water and sewer usage account, whichever comes first.
- A copy of the licensed plumber's invoice or account should accompany the application outlining the cost of the repairs that were necessary, stating the location of the leak and the nature of the repair.
- Where the application is approved the sewer usage charge will be adjusted in accordance with the "average usage" calculated on the usage details for the subject property over the previous 2 years, whether there has been a change in ownership or not. No reduction will be made to the water charges.
- Only one application per property will be considered.

SPECIAL CIRCUMSTANCE

This Policy shall apply to writing off of charges in accordance with clause 131(4) of the *Local Government (General) Regulation 2005* as follows:

- (a) if there is an error in the assessment, or
- (b) if the amount is not lawfully recoverable, or
- (c) as a result of a decision of a court, or
- (d) if the Council or General Manager believes on reasonable grounds that an attempt to recover the amount would not be cost effective.

WATER QUALITY TESTING

Narromine Council has a comprehensive testing regime to ensure that water quality meets the required standards.

Standards set out in the Australian Drinking Water Guidelines are used, which are based on drinking water guidelines developed by the World Health Organisation. Council also cooperate with the NSW Department of Health Council's our management of water quality .Testing is carried out regularly at water supply sources such as rivers and weirs, storage areas such as dams and reservoirs and from customers' garden taps.

This testing regime helps to build up a history of water quality and identify any problems within the system.

Common tests include E.Coli and total coliforms bacteria, pH, temperature, colour, turbidity, fluoride, chlorine, aluminium, iron, manganese, disinfection byproducts and hardness. Annual testing is also undertaken to determine the presence of any pesticides in the water.

CARTAGE FOR POTABLE WATER

Private water deliveries for potable water purposes shall not be undertaken by Council.

Charges for the supply of water from Council's standpipe shall be in accordance with Council's fees and charges within the Management Plan.

Delivery of potable water shall be the responsibility of the resident using an accredited water carter authorised by NSW Health to carry potable water.

Note: The inclusion of potable water within the policy emanated from discussions with the Department of Health when they sought advice whether Council disinfects the container for cartage of potable water. The Department was advised that Council referred the applicant to private water carters.

CARTAGE FOR STOCK WATER

Private water deliveries for stock watering purposes shall only be undertaken by Council when delivery, in accordance with customer requirements, is not possible by any local private contractors (as declared by the customer). Charges for the cartage and supply of water from Council's standpipe shall be in accordance with Council's fees and charges within the Management Plan.

BEST-PRACTICE PRICING – WATER SUPPLY, SEWERAGE AND TRADE WASTE

The introduction of best-practice pricing is essential for the effective and sustainable provision of Council's water supply and sewerage services. Council should ensure that its water supply and sewerage tariffs:-

- Provide appropriate pricing signals that enable customers to balance the benefits and costs of using the water supply and sewerage services and promote efficient use of resources:
- Distribute costs equitably among its customers and eliminate significant cross-subsidies; and
- Reflect the cost of providing the service and raise the annual income required for the long-term financial sustainability of Council's water supply and sewerage services, including investment in new and replacement infrastructure.

With increasing demands being placed on the finite water resources of NSW, it is vital that we use the resources efficiently. Introduction of best-practice pricing for water supply, sewerage and liquid waste services is an essential step for achieving the objectives in non-metropolitan NSW.

RESIDENTIAL WATER USAGE CHARGES

The water usage charge will be calculated as follows:

Water Consumption x Usage Charge*

Best practice sewerage pricing involves a uniform annual sewerage bill for residential customers. Best practice guidelines for non-residential customers involve an appropriate sewer access charge based on water meter connection size.

NON-RESIDENTIAL SEWER USAGE CHARGES

Best practice guidelines for non-residential customers involves an appropriate sewer usage charge is required for the estimated volume discharged to the sewerage system based on the capacity requirements that their loads place on the system relative to residential customers.

The usage charges will be calculated as follows:

Water Consumption x Sewer Discharge Factor (SDF) x Usage Charge*⁷

⁷ * Refer to Council Fees & Charges

BEST-PRACTICE PRICING – WATER SUPPLY, SEWERAGE AND TRADE WASTE (Cont'd)

NON-RESIDENTIAL SEWER ACCESS CHARGES – NON RATEABLE PROPERTIES

Council can provide Community Service Obligations (CSOs) to non rateable properties and Council has such a scheme in place. These non rateable properties are not subject to the access charge but are responsible for water and sewer usage charges.

The usage charges will be calculated as follows:

- Water Consumption x Sewer Discharge Factor (SDF) x Usage Charge*

NON-RESIDENTIAL SEWER ACCESS CHARGES – MULTIPLE USE PROPERTIES

Best practice sewerage pricing involves a uniform annual sewerage bill for multiple use properties (flats, motels, hotels, caravan parks, etc).

The usage charges will be calculated as follows:

- Water Consumption x Sewer Discharge Factor (SDF) x Usage Charge*

TRADE WASTE CHARGES – NON RESIDENTIAL PROPERTIES

Council is responsible for the approval and monitoring of liquid trade waste discharges in accordance with the Department of Land and Water Conservation "Water Supply, Sewerage & Trade Waste Pricing Guidelines". A liquid trade waste discharger is a property that discharges waste into the sewerage system other than domestic sewerage or unpolluted water. The proposed fee structure for each category is based on the load each places on the treatment process and consists of an access fee and scheduled inspection fee. Where a scheduled inspection detects non-compliant issues any additional inspections undertaken to correct the issues will attract a re-inspection fee as per the Fees and Charges.⁸

⁸ * Refer to Council's Fees & Charges

BEST-PRACTICE PRICING – WATER SUPPLY, SEWERAGE AND TRADE WASTE (Cont'd)

TRADE WASTE CHARGES – NON RESIDENTIAL PROPERTIES (Cont'd)

Council has three categories of charges for liquid trade waste, they are:

Category 1 - discharges requiring nil or minimal pre-treatment

This category includes retail food outlets with no hot food or food that generates an oily greasy waste, and other processes such as hairdressers, jewellery shops, florists, funeral parlours.

Category 2 - discharges requiring prescribed pre-treatment

This category includes premises that prepares and/or serves hot food or that generates oily/greasy waste, and includes car detailers, laboratories, mechanical workshops, car dealerships, dry cleaners, hospitals etc.

Category 3 - large discharges (over 20kl/d) and industrial waste.

For large trade waste dischargers (over 20 kL/day) and dischargers of industrial waste. Excess mass charges apply (EMC) for all waste exceeding the concentration of pollutants in domestic sewerage. (BOD = 300 mg/L, SS = 300 mg/L, Ammonia = 35 mg/L, Nitrogen = 50 mg/L, Phosphorous = 10 mg/L, Total Dissolved Solids = 1000 mg/L)

In addition, a trade waste usage charge is calculated by applying an additional discharge factor (identified as being the portion of liquid trade waste discharged into the sewer) by a specified fee per kl and apply to Category 2 and 3 dischargers.

The usage charges will be calculated as follows:

- Sewer Discharge Volume x Trade Waste Discharge Factor x User Charge*⁹

TRADE WASTE

For further information and guidelines on Trade Waste please refer to Council's Trade Waste Policy.

⁹ * Refer to Council Fees & Charges

WATER, SEWERAGE AND STORMWATER WORK COMPLIANCE

Water supply work, sewerage work and stormwater drainage work must comply with any applicable standards or requirements set out or referred to in the Local Government Act, 1993, or this Regulation.

SEWER JUNCTIONS

Council is responsible for providing a 150mm sewer connection from Council's sewer main to the property boundary. Council's maintenance responsibility includes this section of the sewer connection and up to the initial inspection outlet that should be located just inside the boundary at ground level.

Where maintenance work is required to be carried out on the sewer connection and such work interferes with and/or requires alteration to private property, restoration to the private property will be carried out as far as possible to the original condition or by mutual agreement with the owner to an alternate condition.

Where it is determined that maintenance work on a sewer connection is impeded by owner negligence or a building structure over the inspection outlet, restoration costs are borne by the property owner/tenant.

CONNECTIONS TO COUNCIL'S SEWERAGE SYSTEM

" (1) If premises are liable to a special sewerage rate, the council may, at the request of the person liable to pay rates in respect of the premises:

- (a) carry out such works as may be necessary to provide for the drainage of sewage from the premises, and
- (b) provide such connections as may be necessary to enable fixtures installed on the premises to discharge their contents into the council's sewerage system.

(2) The council may, in respect of work done or any materials provided under subclause (1), impose on the person a charge sufficient to meet the cost of the work or materials.

(3) Such a charge:

- (a) must cover the cost of doing the work or providing the materials, together with interest on that cost at a rate not exceeding that fixed in respect of overdue rates, and
- (b) may be recovered by equated instalments of principal and interest during such period as the council determines."¹⁰

¹⁰ Local Government (General) Regulation, 2005...Reg 146

INSPECTION OF PIPES AND DRAINS AND MEASUREMENT OF WATER AND SEWAGE

“(1) The council may, at any reasonable time:

- (a) inspect any service pipe connected to a water main, and
- (b) inspect any drain connected to a sewer main, and
- (c) install meters or other devices for measuring the quantity of water supplied to, or the quantity of sewage discharged from, premises, and
- (d) measure the quantity of water supplied to, or the quantity of sewage discharged from, premises.

(2) The occupier of the relevant premises must provide to the council such information as it requires to enable it to estimate the quantity of water actually supplied to, or the quantity of sewage actually discharged from, the premises.”

(4) Any such charge may be recovered as a rate and is to be a charge on the premises in respect of which it is imposed as if it were a rate.

(5) The council is not responsible for the repair, maintenance or renewal of any work done or materials provided under this clause on or in respect of the premises concerned, except as regards defective work or materials.

(6) Any work so done or materials so provided belongs to the owner of those premises.”¹¹

JOINT SEWERAGE SERVICE PROHIBITED

“(1) The owner of premises connected to the council’s sewerage system must ensure:

- (a) that any house drain on the premises is kept separate from that of all other premises, and
- (b) that the only fittings and fixtures permitted to discharge into the house drain are those located on the premises.

(2) The owner of premises on which a house drain is or is to be connected to the council’s sewerage system must ensure that the drain is laid within the boundary of the premises until it:

- (a) reaches that system or the boundary nearest to that system, or
- (b) emerges into a public place.”¹²

DEVELOPER CHARGES

Developer charges are up front charges levied to recover part of the infrastructure costs incurred in servicing new developments or additions / changes to existing developments. The power for local government councils to levy developer charges for water supply, sewerage and stormwater derives from section 64 of the *Local Government Act, 1993* by means of a cross reference to sections 305 to 307 of the *Water Management Act 2000*. Developer charges for water supply and sewerage (section 64 contributions) and section 94 contributions involve the same underlying principle – development creates a demand for services, and it is therefore equitable that new development pays a contribution towards the capital cost of infrastructure and facilities required to meet that demand.

Developer charges serve two related functions:

1. They provide a source of funding for infrastructure required for new urban development; and
2. They provide signals regarding the cost of urban development and thus encourage less costly forms and areas of development.

Developers are encouraged to contact Council’s Planning and Environmental Department for additional information.

¹² Local Government (General) Regulation, 2005...Reg 162

MISCELLANEOUS

ILLEGAL WATER CONNECTIONS

Where an illegal water connection is found on a rural, residential or commercial property is detected, Council shall disconnect the supply at the owner's cost. The owner shall then apply for, and pay all applicable charges, for a water meter connection and if approved Council will require that the internal reconnection to the meter be carried out by a licensed plumber and inspected by Council staff.

TAMPERING WITH METERS AND FITTINGS

A Council may impose a penalty* under sections 635 and 636 of the Local Government Act, 1993 to a person who willfully, fraudulently, or by culpable negligence damages a meter, fitting, fixture or any other thing belonging to council in connection with the supply of water.

The existence of any means for altering the index of such a meter or preventing such a meter from duly registering the quantity of water supplied is prima facie evidence that the person supplied with water through the meter has wilfully or fraudulently altered the index of the meter or prevented the meter from duly registering the quantity of water supplied. ¹³

POWER OF ENTRY

Section 191 and 191A of the Local Government Act, 1993 allows Council employees (or other person) authorised by a council to enter any premises to carry out water supply work, sewerage work or stormwater drainage work on or under the premises.

Entry may only be made at any reasonable hour in the daytime or at any hour during which business is in progress or is usually carried out on the premises.

ACCESS TO WATER METERS

A water meter through which water supply services are provided to premises must be accessible to the council at any time. Water meters should not be located in garden beds, under shrubs or low hanging trees. Council staff, will, if necessary trim shrubs/trees to allow access to the water meter.

¹³ All penalties listed in Part 3-Water, Sewerage and Stormwater Drainage Offences.. Local Government Act, 1993



APPLICATION FOR ADJUSTMENT DUE TO A CONCEALED OR UNDETECTABLE WATER LEAK

Applicant Details

Name:-.....
(please print)

Postal Address:-.....

Contact Details:- Phone No Mobile.....

Email Address:-.....

Property Details

Address:-.....

Assessment No:-.....

Property Owner/s Consent.

As the owner/s of the above property, I/we consent to this application and consent to Council, its servants or agents entering upon the property without have first given notice, for the purpose of carrying out all or any inspections which Council may deem appropriate in connection with the processing of this application.

Signature

Signature

.....
Name (please print)

.....
Name (please print)

Date

Date

Description of leak

Date leak repaired.....

Meter Reading after repair Date of reading

Location of Leak:-.....

Cause of leak:- (broken or cracked pipe, leaking joint)

Type of Material:- (copper, pvc, polyethylene)

Note:- Applications must be accompanied by the following

1. Attach copy of Licensed plumbers invoice
2. Attach any additional relevant information

The application must be received by Council within 30 days of the owner becoming aware of the leak or within 14 days of the issue of the water usage account, whichever comes first.

ALL COMMUNICATIONS SHOULD BE ADDRESSED TO

THE GENERAL MANAGER
NARROMINE SHIRE COUNCIL
PO BOX 115, NARROMINE NSW 2821 (124 Dandaloo Street)
Telephone:- 02 6889 9999 Fax:- 02 6889 9998
[Email:- mail@narromine.nsw.gov.au](mailto:mail@narromine.nsw.gov.au)



APPLICATION TO DOWN SIZE, UPSIZE OR DISCONNECT A WATER METER SERVICE

APPLICANT DETAILS

Name: _____ Assessment No: _____

Postal Address: _____

Town: _____

Registered Owner: _____

Telephone: _____ Date: _____ Signature: _____

PROPERTY DETAILS

House No. _____ Street _____

Town: _____

Type of Property:

Dwelling Commercial Vacant Land Units

Please tick nature of application

DOWN SIZE/UPSIZE OF CONNECTION

DISCONNECT

Current Meter Number: _____ Current Meter Size: _____

Available Meter Sizes: 20mm 25mm 32mm 40mm

NOTE: The connection of water services larger than 25mm must be approved by the Engineering Services Department and will be subject to adequate mains supply pressure.

OFFICE USE ONLY:

NEW Meter Number: _____ **NEW Meter Size:** _____

DATE New Service Connected: _____ **Book No:** _____

Water Maintenance Completed: _____

