
**NARROMINE SHIRE COUNCIL
ORDINARY MEETING BUSINESS PAPER – 10 MAY 2023
REPORTS TO COUNCIL – INFRASTRUCTURE AND ENGINEERING SERVICES**

1. WORKS REPORT

Author	Director Infrastructure and Engineering Services
Responsible Officer	Director Infrastructure and Engineering Services
Link to Strategic Plans	CSP – 4.3.4 Ensure Council's property assets are monitored and well managed

Executive Summary

This report provides information regarding works undertaken for the given period in regards to both operational and capital works.

Report

The Works Report (**Attachment No. 1**) for the period 5 April to 1 May 2023 is presented to Council for information.

Financial Implications

Council has provision for these services in its Operational Budget.

Legal and Regulatory Compliance

Local Government Act 1993
Roads Act 1993

Risk Management Issues

Nil

Internal/External Consultation

Nil

Attachments

1. Works Report

RECOMMENDATION

That the information be noted.

2. ADOPTION OF WATER SERVICE CONNECTIONS AND BACKFLOW PREVENTION POLICY

Author	Manager Utilities
Responsible Officer	Director Infrastructure and Engineering Services
Link to Strategic Plans	CSP – 4.3.4 Ensure Council's property assets are monitored and well managed

Executive Summary

The purpose of this report is to present feedback from the exhibition of Council's Draft Water Service Connections and Backflow Prevention Policy and to facilitate adoption of the policy by Council.

Report

At Council's Ordinary Meeting held on 8 February 2023, it was resolved that the draft Water Service Connections and Backflow Prevention Policy be adopted and placed on public exhibition for a period of 28 days (Resolution 2023/022)

The draft Policy was placed on Council's website and Facebook, as well as hard copies distributed to 4 locations within the Shire for public viewing. Submissions closed on 15 March 2023.

No written submissions were received.

Financial Implications

The Water Services and Backflow Prevention Policy facilitates generation of Income and expenditure from Water and Sewer Services

Legal and Regulatory Compliance

Local Government Act 1993
NSW Local Government (General) Regulation 2021
NSW Water Management Act, 2000
NSW Protection of the Environment Operations Act 1997
NSW Essential Services Act 1988
NSW Public Health Act 2010 No 127
NSW Public Health Regulation 2012
NSW Water Management (General) Regulation 2018
Australian Drinking Water Guidelines
NSW Protection of Environment Operations Act 1997
Plumbing Code of Australia
Plumbing and Drainage Act 2011
Australian and New Zealand Standards AS/NZS 3500.1:
SW DPE-Water Best Practice Management of Water and Sewage Services

2. ADOPTION OF WATER SERVICE CONNECTIONS AND BACKFLOW PREVENTION POLICY (Cont'd)

Risk Management Issues

Provides the governance framework and principles for management of Council's water service connections and underpins the risk management structure in relation to prevention of cross contamination of water supplies due to backflow. This is to ensure compliance with all legislative and best practice requirements.

Internal/External Consultation

Consultation via Public Exhibition.

Attachments

- Draft Water Service Connections and Backflow Prevention Policy
(Attachment No. 2)

RECOMMENDATION

That Council adopt the Water Service Connections and Backflow Prevention Policy as attached to the report.

3. ADOPTION OF WATER AND SEWER POLICY

Author	Manager Utilities
Responsible Officer	Director Infrastructure and Engineering Services
Link to Strategic Plans	CSP – 4.3.4 Ensure Council's property assets are monitored and well managed

Executive Summary

The purpose of this report is to present feedback from the exhibition of Council's Draft Water and Sewer Policy and to facilitate the adoption of the policy by Council.

Report

At Council's Ordinary Meeting held on 8 February 2023, it was resolved that the draft Water and Sewer Policy be adopted and placed on public exhibition for a period of 28 days (Resolution 2023/021).

3. ADOPTION OF WATER AND SEWER POLICY (Cont'd)

The draft Water and Sewer Policy was placed on Council's website and Facebook, as well as hard copies distributed to 4 locations within the Shire for public viewing. Submissions closed on 15 March 2023.

No written submissions were received.

Financial Implications

The Water and Sewer Policy facilitates generation of Income and expenditure from Water and Sewer Services

Legal and Regulatory Compliance

Local Government Act 1993
NSW Local Government (General) Regulation 2021
NSW Water Management Act, 2000
NSW Protection of the Environment Operations Act 1997
NSW Essential Services Act 1988
NSW Public Health Act 2010 No 127
NSW Public Health Regulation 2012
NSW Water Management (General) Regulation 2018
Australian Drinking Water Guidelines
SW DPE-Water Best Practice Management of Water and Sewage Services

Risk Management Issues

Provides the governance framework and principals for management of Councils Water and Sewerage Services to ensure compliance with all legislative and best practice requirements.

Internal/External Consultation

Consultation via Public Exhibition

Attachments

- Draft Water and Sewer Policy (**Attachment No. 3**)

RECOMMENDATION

That Council adopt the Water and Sewer Policy as attached to the report.

4. DRAFT WATER USAGE CHARGES CONCEALED LEAKS POLICY

Author	Manager Utilities
Responsible Officer	Director Infrastructure and Engineering Services
Link to Strategic Plans	CSP – 4.3.4 Ensure Council's property assets are monitored and well managed

Executive Summary

The purpose of this report is to present feedback from exhibition of Council's Draft Water Usage Charges Concealed Leaks Policy.

Report

At Council's Ordinary Meeting held on 8 February 2023, it was resolved that the draft Water Usage Charges Concealed Leaks Policy be adopted and placed on public exhibition for a period of 28 days (**Resolution 2023/023**)

The draft Policy was placed on Council's website and Facebook, as well as hard copies distributed to 4 locations within the Shire for public viewing. Submissions closed on 15 March 2023.

After consideration of internal feedback, the following changes to the draft policy are proposed.

1. **Section 3 Policy Statement** the trigger level for notification has been increased from 20 litres per hour to 50 litres per hour.
2. **Section 5 Policy Scope** Clauses 2 to 9 have been re-arranged. Clause 3, 4 and 6B are new additions.
3. **Section 6 Sewer Usage and Liquid Trade Waste Charges** (Non-Residential and Business Properties). This is a new clause that has been added to cover the potential for increased cost to business due to concealed leakage.

Financial Implications

The Water Usage Charges Concealed Leaks Policy will result in lost income due to provision of fee relief.

Legal and Regulatory Compliance

Local Government Act 1993
NSW Local Government (General) Regulation 2021
NSW Water Management Act, 2000
NSW Protection of the Environment Operations Act 1997
NSW Essential Services Act 1988
NSW Public Health Act 2010 No 127
NSW Public Health Regulation 2012
NSW Water Management (General) Regulation 2018

4. DRAFT WATER USAGE CHARGES CONCEALED LEAKS POLICY (Cont'd)

Australian Drinking Water Guidelines
NSW Protection of Environment Operations Act 1997
Plumbing Code of Australia
Plumbing and Drainage Act 2011
Australian and New Zealand Standards AS/NZS 3500.1:
SW DPE-Water Best Practice Management of Water and Sewage Services

Risk Management Issues

Provides the governance framework and principles to Council for the management of Water Charges due to Concealed Leakage.

Internal/External Consultation

Consultation via Public Exhibition. As the draft Policy has been moderately amended, it is recommended that the policy be placed on public exhibition for a further 28 day period prior to final adoption.

Attachments

- Draft Water Usage Charges Concealed Leaks Policy (**Attachment No. 4**)

RECOMMENDATION

That Council endorses the revised Draft Water Usage Charges Concealed Leaks Policy to be placed on public exhibition for a further 28-day period.

André Pretorius
Director Infrastructure and Engineering Services

Attachment No. 1

	<p>MONTHLY WORKS REPORT 1 MAY 2023</p>	<p>Infrastructure and Engineering Services Narromine Shire Council Tel: 02 6889 9999 Fax: 02 6889 9998 mail@narromine.nsw.gov.au</p>
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Road and Park users are to proceed with caution at all work sites and observe work signs to ensure safety. Speed zones are enforceable with possible short delays.
For all enquiries, please contact Council's Infrastructure and Engineering Services Department on 6889 9999

URBAN ROADS	Narromine - Maintenance
Various Streets	<ul style="list-style-type: none"> Paveliner patching various streets – Pothole repair Grant

URBAN ROADS	Trangie - Maintenance
Various Streets	<ul style="list-style-type: none"> Water Service Patching (Tar Truck) potholes

UNSEALED ROADS NETWORK	Maintenance – Map 1
Various Unsealed Roads	<ul style="list-style-type: none"> Papworth Lane Ceres Siding Mungery Hall Road

UNSEALED ROADS NETWORK	Capital
Various Unsealed Roads	<ul style="list-style-type: none"> Cornucopia road (Gravel Re-Sheet) Newhaven Road Backwater Road

UNSEALED ROADS NETWORK	Capital – Storm/Flood Funding Repair – Map 2
Various Unsealed Roads	<ul style="list-style-type: none"> Pineview Road Mungery Hall

SEALED ROADS NETWORK	Maintenance
Various Sealed Roads	<ul style="list-style-type: none"> Dubbo / Collie Roads (Shoulder Work) Trangie / Dandaloo Roads (Heavy Patches) Tomingley Road, Merrylands Gravel Pit -Turning Lanes Warren Road (Heavy Patches)

SEALED ROADS NETWORK	Capital
Various Sealed Roads	<ul style="list-style-type: none"> Oaks Bridge realignment Farrendale shoulder widening Tullamore Road rehab (vegetation work) Gainsborough Road, de-grassed and ready for earthworks

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UNSEALED ROADS NETWORK	Biosecurity
Various Unsealed Roads	<ul style="list-style-type: none"> • Dulla Dulla – Blue Heliotrope • Tantitha Road – Regrowth • Waikerie Road – Blue Heliotrope • Fairview Road – Blue Heliotrope • Wyanga Road – General Spraying • Tinks Road – General Spraying • Raeburn Lane – General Spraying

SEALED ROADS NETWORK	Biosecurity
Various Sealed Roads	<ul style="list-style-type: none"> • Tullamore Road – Regrowth and Blue Heliotrope • Euromedah Road – Blue Heliotrope • Peakhill Railway Rd – Regrowth

SWIMMING POOLS	
Narromine Pool	<ul style="list-style-type: none"> • Managed by Contractor – Pool Closed 2 April 2023
Trangie Pool	<ul style="list-style-type: none"> • Managed by Contractor – Pool Closed 2 April 2023

PARKS & OPEN SPACE NETWORK	CBD Gardens, Parks Ovals, Villages
Narromine CBD	<ul style="list-style-type: none"> • Ongoing vegetation management • Main street beautification in preparation for ANZAC day
Narromine Parks & Reserves	<ul style="list-style-type: none"> • General maintenance and mowing • Weed control in all small parks ongoing
Narromine Sports Grounds	<ul style="list-style-type: none"> • General maintenance, spraying and mowing
Narromine Streets	<ul style="list-style-type: none"> • General maintenance • Street sweeping – Friday (Main Street), Monday, Wednesday and Thursday

PARKS & OPEN SPACE NETWORK	CBD Gardens, Parks Ovals, Villages
Trangie CBD	<ul style="list-style-type: none"> • General maintenance and weed control • Vegetation mowing and slashing continuing
Trangie Parks	<ul style="list-style-type: none"> • General maintenance and mowing
Trangie Sports Grounds	<ul style="list-style-type: none"> • General maintenance, spraying and mowing
Trangie Streets	<ul style="list-style-type: none"> • General maintenance • Street sweeping weekly on Tuesdays

PARKS & OPEN SPACE NETWORK	CBD Gardens, Parks Ovals, Villages
Tomingley Village	<ul style="list-style-type: none"> • General maintenance by contractor

AERODROME	
Narromine Aerodrome	<ul style="list-style-type: none"> • General maintenance

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BUILDING MAINTENANCE	
All Buildings	<ul style="list-style-type: none"> • General maintenance as required
Vandalism	<ul style="list-style-type: none"> • Graffiti continues in both Narromine and Trangie
Narromine Medical Centre	<ul style="list-style-type: none"> • General maintenance as required
Council Administration Buildings	<ul style="list-style-type: none"> • General maintenance as required

PUBLIC CONVENIENCES	Narromine
Rotary Park Public Toilets	<ul style="list-style-type: none"> • Open. Toilet facilities cleaned daily. Some earthworks are required once the old slab is removed.
Burraway Street Public Toilets (adjacent to Pool)	<ul style="list-style-type: none"> • Toilet facilities cleaned daily
Manildra Street Toilets (Saleyards)	<ul style="list-style-type: none"> • Toilet facilities are open 24 hours a day, 7 days a week and are cleaned daily
Wetlands	<ul style="list-style-type: none"> • Toilet block secured and cleaned daily

PUBLIC CONVENIENCES	Trangie
Argonauts Park Public Toilets (Goan Waterhole)	<ul style="list-style-type: none"> • Toilet facilities cleaned every Tuesday, Thursday and Saturday
Dandaloo Street Public Toilets (adjacent to Bakery)	<ul style="list-style-type: none"> • New toilet facilities cleaned every Monday, Wednesday and Friday
Burns Oval Toilets	<ul style="list-style-type: none"> • Toilet facilities cleaned every Monday, Wednesday and Friday • Vandalism remains an issue
Trangie Truck Stop	<ul style="list-style-type: none"> • Checked daily with a main clean every Tuesday and Thursday and either late Saturday or Sunday morning over weekends
Trangie Truck Wash	<ul style="list-style-type: none"> • Environmental investigations complete, awaiting final report. • Detailed design in progress. • Earthworks to commence in coming weeks post environmental investigations.

CEMETERIES	
Narromine Cemetery	<ul style="list-style-type: none"> • General maintenance, mowing and weed spraying • Topping-up of subsiding graves continues
Trangie Cemetery	<ul style="list-style-type: none"> • General maintenance, mowing and weed spraying • Topping-up of subsiding graves continues

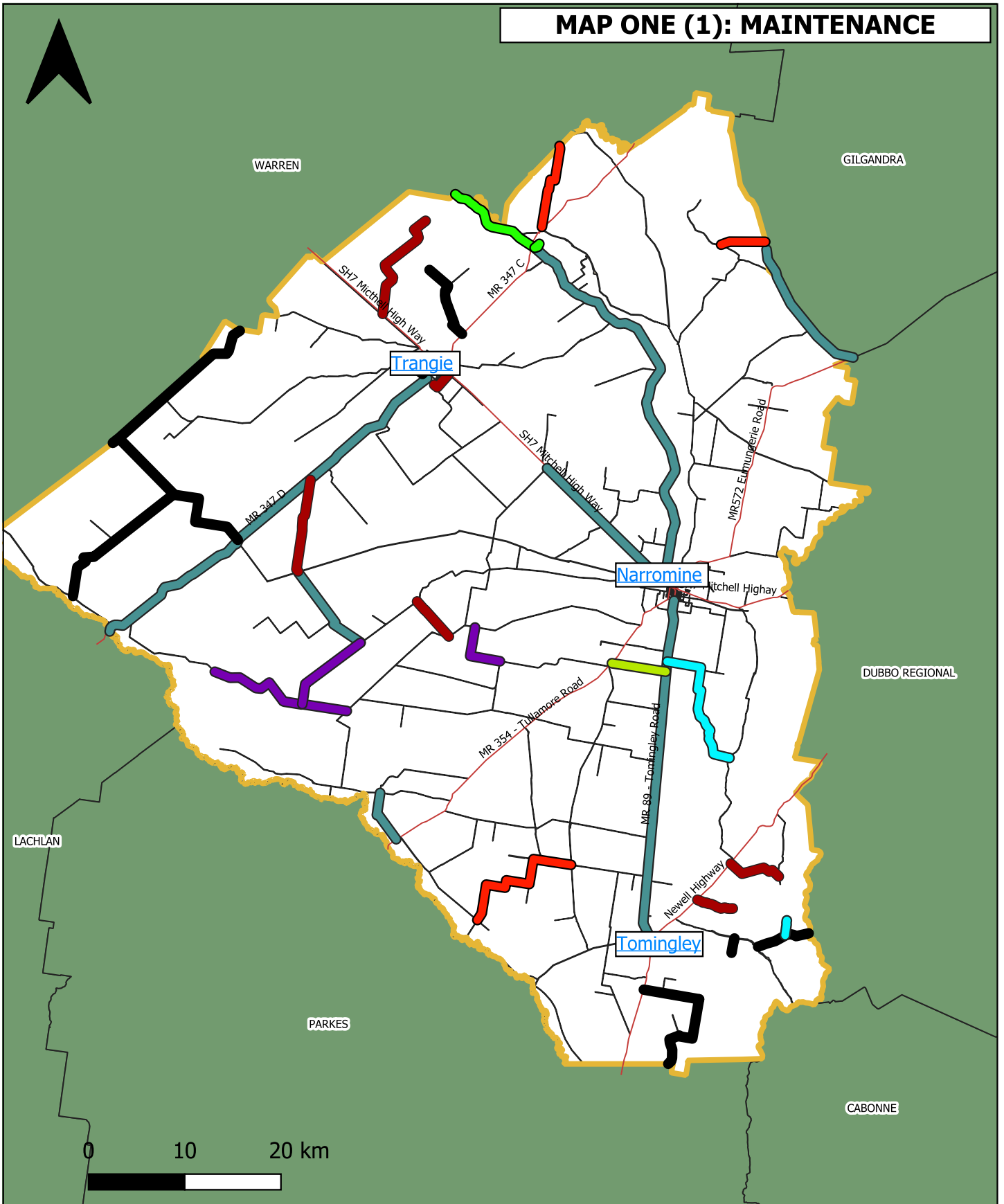
Attachment No. 1













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WATER AND SEWER	
Narromine	<ul style="list-style-type: none"> • Staff continue daily operational Drinking Water Quality Testing as required by legislation • Staff continue reticulation system maintenance • Staff have continued the regular service maintenance programs for the Narromine sewage pumping station network
Trangie	<ul style="list-style-type: none"> • Staff have continued with reticulation maintenance • Staff continue regular sewer pump station and STP system maintenance as required • Staff continue daily operational Drinking Water Quality Testing as required by legislation
Tomingley	<ul style="list-style-type: none"> • Contractors are continuing under boring the Newell Highway for the replacement of the water reticulation system • Regular maintenance at the water treatment plant

NARROMINE WASTE FACILITY	
Narromine	<ul style="list-style-type: none"> • Return and Earn – Earthworks is completed, the slab is completed, carpark to be rolled and sealed before the installation of the Return and Earn machine

MAP ONE (1): MAINTENANCE



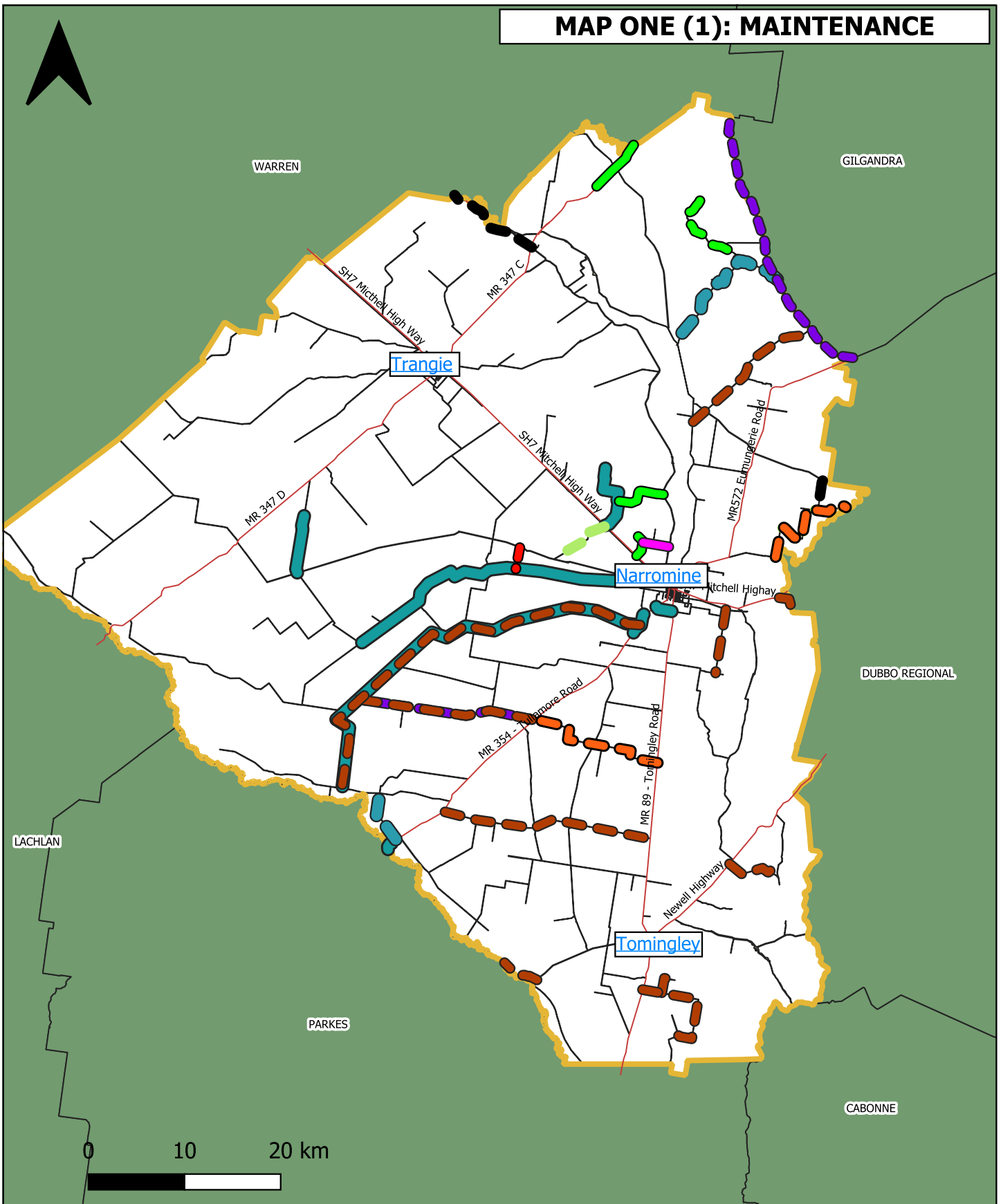
 July	 November	 March
 August	 December	 April
 September	 January	 May
 October	 February	 June















Note:

- The roads highlighted are visual purposes only and may not be the exact location of work
- Storm / Flood work is dashed Reports to Council - Infrastructure and Engineering Services

MAP ONE (1): MAINTENANCE



Narromine Shire Council

	July		November		March
	August		December		April
	September		January		May
	October		February		June



Note:

- The roads highlighted are visual purposes only and may not be the exact location of work
- Storm / Flood work is dashed Reports to Council - Infrastructure and Engineering Services



**WATER SERVICE CONNECTIONS
AND
BACKFLOW PREVENTION POLICY**

Version No.	Responsible Department	Prepared By	Date First Created	Review Date	Adopted Date Resolution No.
1	Engineering & Infrastructure Services	Manager Utilities	January 2023	4 Years	

1. PURPOSE

Narromine Shire Council ("Council") provides, manages and operates water and sewerage services in accordance with, State and Federal legislation.

Detailed requirements for the supply of safe drinking water can be found in NSW Legislation, Australian Standards, Council Policies, Industry Codes and Best Practice Guidelines.

2. POLICY AIMS

The Aims of this policy are to give clear guidance in relation to Connections and Backflow Prevention:

Connections

- Make Council's requirements for water service connections readily accessible to the public.
- Providing an integrated framework for dealing with applications for water service connections.
- Ensuring consistency and fairness in the manner in which the Council deals with its consumers.

Backflow Prevention

- Make clear to the community Council's legislative obligations in relation to Best Practice Management of Safe Drinking Water by ensuring backflow induced cross contamination of supplies is prevented.
- Informs the Council's consumers of their obligations in preventing dangerous cross connections and contamination of the communities drinking water supplies.
- Deals with the risk of contamination by backflow from customers' connections back into Council's drinking water distribution and reticulation systems.
- Ensures that Council's commitment to supplying safe drinking water to its consumers is documented in its Water and Sewer Policy and its Drinking Water Quality Policy.
- Train relevant employees associated backflow and cross contamination.
- Establish regular monitoring of control measures and establish effective reporting mechanisms to provide relevant and timely information, and promote confidence in the water supply and its management.
- Develop appropriate contingency planning and incident-response capability.
- Continually improve our practices by assessing performance against regulatory requirements, corporate commitments and stakeholder expectations.

Policy Scope

This policy applies to all new and existing customers and properties connected to, or wishing to connect to Council's water supply systems.

3. POLICY STATEMENT

Council is responsible for providing a safe, reliable and cost-effective water supply system, which is customer focused, enhances the environment and caters for the sustainable growth of the Shire. As such this policy addresses issues and requirements, for the provision of water service connections and backflow prevention. This policy should be read in conjunction with the Narromine Shire Council Water and Sewer Policy. <https://www.narromine.nsw.gov.au/council/policies>

4. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS

This policy has been developed to be consistent with the following legislative requirements:

- National Water Quality Management Strategy
<https://www.waterquality.gov.au/>
- Water Management Act, 2000
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2000-092>
- Local Government Act, 1993
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1993-030>
- Australian Drinking Water Guidelines
<https://www.nhmrc.gov.au/about-us/publications/australian-drinking-water-guidelines>
- NSW Public Health Act 2010 No 127
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2010-127>
- NSW Public Health Regulation 2012
<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2012-0311>
- NSW Water Management (General) Regulation 2018
<https://legislation.nsw.gov.au/view/whole/html/inforce/current/sl-2018-0480>
- NSW Protection of Environment Operations Act 1997
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1997-156>
- NSW Essential Services Act 1988
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1988-041>
- Best Practice Management of Water Supply and Sewage Management
<https://www.industry.nsw.gov.au/water/water-utilities/best-practice-mgmt>
- Plumbing Code of Australia
<https://ablis.business.gov.au/service/ag/the-plumbing-code-of-australia-pca-/31066>
- Plumbing and Drainage Act 2011
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2011-059>
- Australian and New Zealand Standards AS/NZS 3500.1:

5. FINANCIAL PROVISIONS FOR WATER SERVICE CONNECTIONS

Special Rates and Charges

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:

- Developer contributions will be charged in accordance with Council's Development Servicing Plan for Water Supply and Sewerage and the relevant fees and charges;
- Full cost of extending the Council main to the point of supply; and
- Cost of normal connection from Council main to property.

For further Information on Council's Water and Sewer financial management systems please refer to the following Integrated Planning and Reporting Documents:

- Council's Long-Term Financial Plan;
- Council's Statement of Revenue Policy;
- Council's Fees and Charges;
- Council's Water and Sewer Asset Management Plans

For full details on Council's Plans, Fees and Charges in relation to Water services including connection fees can be found on Council's Website by following the links below.

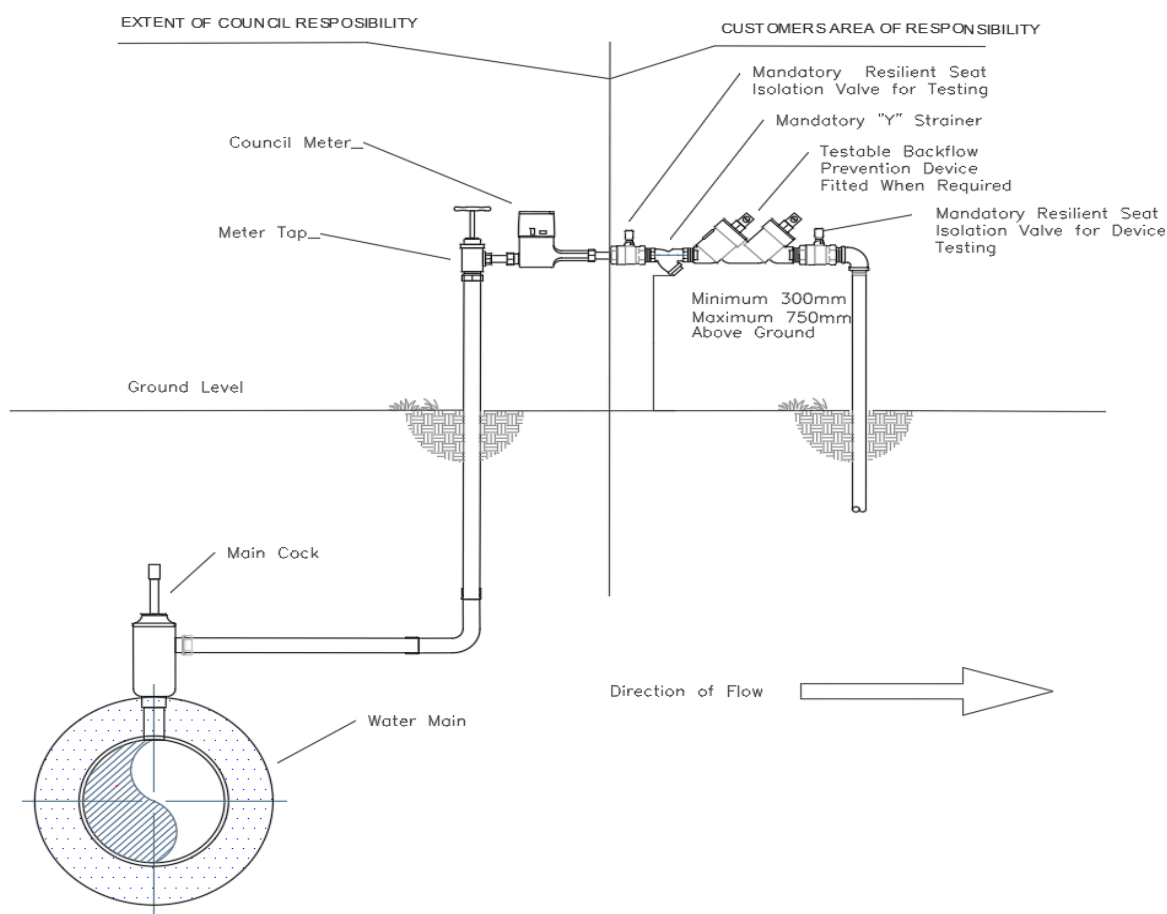
<https://www.narromine.nsw.gov.au/council/integrated-planning-and-reporting>

<https://www.narromine.nsw.gov.au/council/fees-and-charges>

General

The following will apply in relation to all Water Connections and Consumers:

- All applications for connections larger than 25mm in diameter must be reviewed by the Utilities Manager prior to approval.
- All applications for Multi Dwelling Tenements and or Strata Developments must be reviewed by the Utilities Manager prior to approval.
- On the payment of a water connection fee for access to Council's water supply and approval for the connection. 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 and up to 1 metre within the property boundary;
- If the water service requires an extension beyond 20 metres to ensure the water meter assembly can be located in a safe location within the property, Council shall carry out the work and charge it to property owner. Payment for such work must be made at the price quoted by Council prior to works commencing.
- Water meter access charges are based on the size of the water meter which is in accordance with Best Practice Management.
- Sale of new or used Council water meters to the public is prohibited.
- Water meters are read manually or electronically every quarter or, on a monthly basis when requested and approved. Water usage accounts should 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 or to estimate an account based on relevant available information, where a water meter malfunctions.
- Pensioner or concession rebates are not granted on water usage.
- Water usage and access charges are determined on an annual basis with the adoption of Council's Operational Plan.
- Debt recovery will be carried out in accordance with Council's Debt Recovery Policy.



6. CONNECTIONS TO THE DRINKING WATER SYSTEM

All connections to Council Drinking Water Systems are subject to the owner(s) of the property agreeing to the following:

- Safeguarding the water service connection and meter from damage;
- Not to tamper or remove Council's water meter;
- Providing, installing and maintaining compliant and approved backflow devices where required;
- That no unauthorised covering that will interfere with the operation of Council's electronic meter information system is placed over, on or around the meter;
- Ensuring that no obstruction that will prevent reading of the meter is placed around it;
- Providing safe access to Council's water meter at all times
- Making full payment for repair costs associated with any damage to the water meter assembly (accidental or as a consequence of vandalism and intentional tampering);
- Making full payment of access and consumption charges determined in accordance with Council's Fees and Charges;
- Council can provide and install lockable meter taps if requested by a customer provided consumers are prepared to pay for the installation of lockable meter taps.
- Council's maintenance responsibility for a water service ceases at the outlet of the water meter (last union downstream of the water meter body), for details please refer to **Diagram 1**.

Diagram 1 Typical Water Service Installation with Backflow Device Fitted

7. WATER METERS

A. General

Council in 2021 adopted a plan for the transition and renewal over a five-year period of its water meter fleet, of Mechanical Meters to Smart Meters and associated technology. The following will apply: Mechanical and Smart Meters:

- All serviced properties must be fitted with a Water Meter;
- A water meter through which water services are provided to premises from a Council main 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 safe access to the water meter.
- It is an offence under section 636 of the NSW Local Government Act 1993 to tamper, remove or interfere a Water Meter of any type. Any person found to have done so may be prosecuted to the full extent of the law;
- All meters remain the property of Narromine Shire Council.

B. Upsizing, Downsizing, Relocating and Disconnection of Services

Council will consider Upsizing a Water Service only when:

- The appropriate application form has been received, assessed and approved by the Council's Utilities Manager.
- The appropriate fee has been paid.

Downsizing, Relocating and Disconnecting a water meter can only occur when:

- The appropriate application form has been received, assessed and approved by Council's Utilities Manager
- The relevant flow requirements have been supplied and assessed.
- 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)

Application forms to apply for Upsizing, Down Sizing and Disconnection are available from Council's Customer Service and Payments Centre or can be downloaded from Council's website at

<https://www.narromine.nsw.gov.au/council/forms>

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.

C. Water Meter Accuracy Testing and Replacement

Meters are only to be tested for accuracy by an independent NATA Accredited Laboratory. Testing will take place under the following circumstances and conditions:

- Testing can be instigated by Council at the request of the Engineering or Finance Departments.
- If requested by the Consumer and upon payment of the Laboratory fee (to be advised at the time) of request.
- Payment will be reimbursed if the meter is proven faulty or inaccurate (i.e. reads outside plus or minus 5 %).

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.

8. BACKFLOW DEVICES

Terms Referenced in the following sections

Referenced Terms	Definition
Accredited Backflow Prevention Plumber	A licensed plumber who has a current licence issued by the NSW Department of Fair Trading and has completed an accredited NSW backflow prevention course
Backflow Prevention Boundary Containment Device	A device fitted directly after the Meter at the property boundary to prevent the reverse flow of water from a potentially polluted source, into the drinking water supply system. Refer to Diagram 1 for details of a typical installation.
Zone Protection Device	A device used internally within a consumer's property to provide isolation from any potential hazards from multiple fixtures to the drinking water system safety within the property
Individual Protection Device	A device fitted to an individual fixture i.e. Toilet Seat Douche Outlets , within a consumer's property. To isolate the hazard that the connection of that fixture will present to the drinking water system within the property

Table 1

8.1. Installation and Compliance

Council requires the installation of backflow prevention devices at all property connections, including but not limited to, residential, rural, commercial and industrial properties. This is done to prevent contamination and backflow of contaminants into the water supply distribution and reticulation systems. The sections and tables below outline the types of registered backflow devices, identification of hazard rating, Council's responsibilities, the Consumer's responsibilities as well as the consequences of non-compliance.

Consumers are required to conduct their own risk assessment by appointing a qualified/licensed person to determine backflow potential inside their property (post water meter) in accordance with AS/NZS 3500.

Types of Backflow Devices

The types of devices used and their protection levels are shown in Table 2 below:

Registered Device	Definition
Registered Break Tanks (RBT)	A tank system specifically designed for backflow prevention registered by, or on behalf of a regulatory authority, for inspection and maintenance. Generally used in High Hazard environments.
Registered Air Gaps (RAG)	A device or system installed for backflow prevention registered by, or on behalf of, a regulatory authority for inspection and maintenance. Air gap for a water supply system is specifically defined as the unobstructed vertical distance through the free atmosphere between the lowest opening of a water service pipe (or fixed outlet) supplying water to a fixture or receptacle and the highest possible water level of that fixture or receptacle. Generally used in High Hazard environments.
Testable Reduced Pressure Zone Device (RPZD) NB* These devices may not function correctly in Narromine Shire due to lack of available head. Plumbers are advised to check with Council prior to installation.	A device to prevent backflow caused by back siphonage or backpressure in a water reticulation system that incorporates two independently operating force loaded non-return valves. These automatically drain to waste whenever the pressure in the system (between the upstream and downstream non-return valves) drops to less than 14 kPa below the pressure at the inlet to the upstream non-return valve. Generally used in High Hazard environments.
Testable Double Check Valve Assembly (DCVA) NB*This is the preferred device in Narromine Shire Systems due to lack available head.	A device to prevent backflow caused by backpressure, which has two independently operating force loaded non-return valves and incorporates specific test points for in-service testing. Can be used in High to Medium Hazard environments where lack of static head prevents the use of a RPZD device
Non-Testable Devices i.e. Double check valves are present in domestic sized water meters up to 25mm Vacuum breakers	These devices are generally used internally where the pollutant or contaminant is non-toxic but is objectionable and should not be present in drinking water.

Table 2

8.2. Identification of Hazard Ratings

The three degrees of cross-connection hazards are as follows in Table 3:

Hazard Rating	Definition
High Hazard Rating	Any condition, device, or practice, which in connection with the water supply system, has the potential to cause death
Medium Hazard Rating	Any condition, device, or practice, which in connection with the water supply system, could endanger health
Low Hazard Rating	Any condition, device, or practice, which in connection with the water supply system, is a nuisance but does not endanger health or cause injury

Table 3

8.3. Roles and Responsibilities for Backflow Prevention

Council Responsibilities are:

- Council shall inform and educate consumers of the risks and hazards associated with backflow contamination, particularly consumers that require a higher degree of backflow prevention (i.e. other than a non-testable backflow prevention device). This will generally occur when Liquid Trade Waste inspections are carried out or when applications for water service installation larger than 20mm are evaluated by the Utilities Manager.
- Council will advise customers of the date when the device must be tested by an accredited person trained in backflow with test results forwarded to Council within 10 working days of testing the backflow prevention device. Council reserves the right to refuse water supply (under the Local Government Act 1993) to new and existing water services that do not comply with Council's Backflow Prevention Policy.
- Council will provide relevant training to its Plumbing Staff to enable them to identify potential hazards regarding backflow contamination and to carry out installation, commissioning and maintenance of Council owned backflow prevention devices.

Consumer Responsibilities are to:

- Seek advice regarding backflow prevention from qualified plumbers or Council;
- To be responsible for installation of the appropriate backflow prevention devices including containment protection, on their property that has a high or medium hazard rating.
- To ensure the type and installation of backflow prevention devices that are to be installed on properties are in accordance the Plumbing Code of Australia and AS/NZS 3500
- To ensure that only Licensed Plumbers with appropriate backflow accreditation are employed for the installation and commissioning of Backflow Prevention when they are installed and that the device is registered with Council.
- To be responsible for ensuring annual testing of all registered backflow device(s) by a licensed plumber with appropriate backflow accreditation in accordance with the National Code of Australia, AS/NZS 3500: and Plumbing and Drainage Act 2011
- To ensure that the annual testing certificate is lodged with Council by the due date (required annually from the date of initial commissioning) and that the annual registration fee is paid.

9. OFFENCES

It is an offence to do any of the following:

- a. Tamper or Interfere with a Council Water Metering Device
- b. To Remove a Council Water Meter
- c. For a person other than a Licensed Plumber with Backflow accreditation to tamper with, test or adjust a registered backflow prevention device

10. REVIEW

This Policy will be reviewed every 3 years, unless substantial changes to legislation, regulations or standards occur

Performance Indicator Measures

Council will meet its obligations under this Policy that are consistent with the National Water Quality Management Strategy, Australian Standards and Australian Drinking Water Guidelines. This is to effectively manage risks to public and environmental health.

DRAFT



WATER AND SEWER POLICY

Version No.	Responsible Department	Prepared By	Date Created	Review Date	Adopted Date Resolution No.
1	Engineering & Infrastructure Services				15/11/2011 Resolution No 2011/551
2	Engineering & Infrastructure Services	Manager Utilities	November 2022	3 Years	

1. PURPOSE

Narromine Shire Council (Council) provides, manages and operates water and sewerage services in accordance with 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 and best practice guidelines.

2. POLICY AIMS

The Aim of this policy is to:

- Make Council's requirements for Water and Sewer connections readily accessible to the public.
- Make clear to the community Council's legislative obligations in relation to Best Practice Management of Water and Sewer Service supply.
- Promote an integrated framework for dealing with applications for Water and Sewer services.
- Ensure consistency and fairness in the manner in which the Council deals with Water and Sewer customers.

3. POLICY STATEMENT AND PROVISIONS

Council is responsible for providing a safe, reliable and cost-effective water and sewage supply system, which is customer focused, enhances the environment and caters for the sustainable growth of the Shire. There is a commitment to consistently meeting the requirements of the NSW Water and Sewer Best Practice guidelines. This policy provides a basis for developing the guiding principles and implementation strategies, it addresses broad issues and requirements, such as:

- Commitment by Council and its staff to the principles of Best Practice Asset Management in relation to all Council's water and sewer assets¹;
- Commitment to responsible use of water, and the application of a risk-based management approach as described in Council's Drinking Water Quality Policy;
- Council's intention to adopt best-practice management and a multiple-barrier approach to Drinking Water Safety;
- Recognition and compliance with relevant State and Federal regulations and requirements;
- Communication, engagement and partnership arrangements with agencies with relevant expertise, employees, contractors, stakeholders and with water and sewage service users;
- Continuous improvement in managing water and sewage services;
- Considering the opinions and requirements of all partnership agencies, employees, other stakeholders and the wider community.

Council will ensure that all staff involved in water and sewage services will understand, implement, maintain and continuously improve management systems. Staff membership and participation in professional associations dealing with the management and operation of water and sewage services is encouraged by Council at all levels.

Council supports and promotes the responsible and sustainable use of water and sewage services by application of a management approach that consistently meets Best Practice Guidelines as well as regulatory requirements.

To achieve this Council will:

- Ensure that protection of public and environmental health is recognised as being of paramount importance;
- Maintain communication and partnerships with all relevant agencies involved in the management of water and sewer resources;
- Engage appropriate scientific expertise in developing and operating the various schemes;
- Meet the cost of providing these services by applying appropriate cost recovery practices;
- Recognise the importance of community participation in decision-making processes and the need to ensure that community expectations are met within a sustainable framework;
- Use a risk-based approach in which potential threats to water quality and the environment are identified and controlled;
- Integrate the needs and expectations of our consumers, communities and other stakeholders, regulators and employees in the planning processes;
- Establish regular monitoring of control measures and establish effective reporting mechanisms to provide relevant and timely information to Council, Regulators, the Community and key stakeholders thus promoting confidence in the water and sewer systems and their management;
- Develop and maintain appropriate contingency planning and incident-response capability to efficiently manage Council's response to drinking water quality and pollution incidents;
- Participate in setting industry regulations and guidelines, and other standards in the management of the water cycle;
- Continually improve our practices by assessing performance against corporate commitments and stakeholder expectations

4. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS

This policy has been developed to be consistent with the following legislative requirements:

- National Water Quality Management Strategy
<https://www.waterquality.gov.au/>
- Water Management Act, 2000
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2000-092>
- Local Government Act, 1993
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1993-030>
- NSW Local Government (General) Regulation 2021
- <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2021-0460> Australian Drinking Water Guidelines
<https://www.nhmrc.gov.au/about-us/publications/australian-drinking-water-guidelines>
- NSW Public Health Act 2010 No 127
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2010-127>
- NSW Public Health Regulation 2012
<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2012-0311>
- NSW Water Management (General) Regulation 2018
<https://legislation.nsw.gov.au/view/whole/html/inforce/current/sl-2018-0480>
- NSW Protection of Environment Operations Act 1997

<https://legislation.nsw.gov.au/view/html/inforce/current/act-1997-156>

- NSW Essential Services Act 1988
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1988-041>
- SW DPE-Water Best Practice Management of Water and Sewage Services
<https://www.industry.nsw.gov.au/water/water-utilities/best-practice-mgmt>

5. FIRE FIGHTING

Council is obliged under the provisions of the NSW Local Government (General) Regulation 2021 Part 6 Division 2 Clause 142 to ensure that adequate water for firefighting and the means to supply it via well maintained networks. To comply with this provision the following will apply:¹

- Council 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. This subclause does not apply to a water main that is less than 100 millimeters in diameter.
- Council must maintain the hydrants in effective working order.
- 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, Council must ensure that it is maintained in effective working order.
- Council may remove a hydrant from any of its water mains if satisfied on reasonable grounds that the hydrant is no longer needed.
- 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.
- Only persons or organisations authorised to do so by Council may take water without charge for the purpose of extinguishing fires.
- A person must not ²
 - (a) "install or maintain a fire-fighting service that does not comply with the Plumbing Code of Australia or relevant Australian Standards, or
 - (b) "fail to comply with any direction given by a water supply authority (Council) as to the way in which the person must comply with the Plumbing Code of Australia in relation to a fire-fighting service"
- A person must not use a fire-fighting service otherwise than for the following purposes²
 - (a) "the purpose of controlling or extinguishing a fire",
 - (b) "some other purpose approved by the relevant water supply authority".

6. PROVISIONS RELATING TO WATER SERVICE CONNECTIONS

Connections to the Drinking Water System are subject to the owner(s) of the land agreeing to the following:

- Making full payment of all Access and Consumption charges determined in accordance with Council's Fees and Charges as stated and determined by Council's Statement of Revenue Policy which is included in Council's Annual Operational Plan link below;
<https://www.narromine.nsw.gov.au/council/integrated-planning-and-reporting>

1 NSW Local Government General Regulation 2021 Clause 142

2 NSW Local Government Water Management (General) Regulation 2018-Clause 125

- Providing and installing compliant and approved backflow devices where required.

For further information in relation to Council Water Service Connections including Fees and Charges please refer to Council's Water Connections and Backflow Prevention Policy.

<https://www.narromine.nsw.gov.au/council/policies>

WATER CONSERVATION AND RESTRICTIONS

The NSW Water Management (General) Regulation 2018 Sub-Division 5 Clause 141 mandates that "Council as the Water Authority may Restrict the use of water during periods of shortage

- (1) If a water supply authority considers it necessary to do so in order to conserve supplies of water in time of drought or other emergency, it may, by a notice under this clause, regulate or restrict any of the following—
 - (a) the purposes for which water may be used,
 - (b) the times when water may be used,
 - (c) the quantities of water that may be used,
 - (d) the means or methods by which water may be used.
- (2) A notice made by a water supply authority under this clause—
 - (a) may apply to the whole of its area of operations or to such part of that area as is specified in the notice, and
 - (b) has affect despite the provisions of any contract relating to the supply of water by the water supply authority.
- (3) A notice made by a water supply authority under this clause—
 - (a) is to be published in a newspaper circulating in its area of operations, and
 - (b) takes effect on the date specified in the notice (being a date that is not earlier than the date on which the notice is published).
- (4) A person must not use water contrary to a notice under this clause.
Maximum penalty—20 penalty units.
- (5) Nothing in this clause authorises the use of water contrary to any restriction or requirement imposed under the Essential Services Act 1988.

7. 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.

8. 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) <https://www.narromine.nsw.gov.au/council/forms> or on request from Narromine Shire Council Customer Service and Payments Centre, for a reduction in their water usage charges due to a concealed or undetectable water leak.

The rules governing this area are covered in Council's Water Usage Charges Concealed Leakage Policy that can be found on Council's website.

<https://www.narromine.nsw.gov.au/council/policies>

9. DISCONNECTION OR RESTRICTING OF WATER SUPPLY FOR NON-PAYMENT

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).

10. SPECIAL CIRCUMSTANCE

This Policy shall apply to writing off of charges in accordance with clause 131(4) of the *Local Government (General) Regulation 2021* 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.

The writing off of any charges shall be at the cost of the General Fund (Reserve) to the Water and Sewerage Fund Reserve.

11. 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 an Avdata key to the standpipe. Customer information is provided to Avdata who will issue an account for the water taken by the customer.

12. WATER CARTING

Council does not undertake deliveries of Drinking Water or Non-Drinking Water for the use of consumers. Drinking Water should only be carted by licensed Water Carters who comply with NSW Public Health Regulation 2012: Part 5 Safety Measures for Drinking Water; Division 2 Section 34C.

The price per kilolitre is set annually in Council's Fees & Charges as part of the adoption of the Operational Plan. <https://www.narromine.nsw.gov.au/council/fees-and-charges>

13. POLICY PROVISIONS FOR SEWER

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: -

- specific exemptions are granted by Council
- the land is non-rateable
- 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:

- Developer contributions will be charged in accordance with Council's Developer Servicing Plan and the relevant fees and charges;
- Full cost of extending the Council main to the point of supply; and
- Cost of normal connection from Council main to property.

For further Information on Council's Water and Sewer financial management systems please refer to the following Integrated Planning and Reporting Documents:

- Council's Long-Term Financial Plan;
- Council's Statement of Revenue Policy;
- Council's Fees and Charges;
- Council's Water and Sewer Asset Management Plans

For full details on Council's Plans, Fees and Charges in relation to Water services including connection fees can be found on Council's Website by following the links below.

<https://www.narromine.nsw.gov.au/council/integrated-planning-and-reporting>

<https://www.narromine.nsw.gov.au/council/fees-and-charges>

Council is responsible for providing a minimum 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 base of the boundary inspection shaft. 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.

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.

Note the following will apply where construction has not been in accordance with Council's Water and Sewer Design and Construction Specifications:

- Where Council's sewer is located within the property being served, Council will maintain to the collar of the branch junction with the main.
- Where Council's sewer is located outside the property being served, Council will maintain to the nearest downstream collar from property boundary.

14. PROHIBITED OR RESTRICTED SUBSTANCES AND WASTE

Substances prohibited from being discharged into sewerage systems unless they are specifically approved under section 68 of the NSW Local Government Act are listed in the Table 1 below.

Table 1

- | |
|--|
| <ul style="list-style-type: none"> • Organochlorine weedicides, fungicides, pesticides, herbicides and substances of a similar nature and/or wastes arising from the preparation of these substances • organophosphorus pesticides and/or waste arising from the preparation of these substances • per- and poly-fluoroalkyl substances (PFAS) • any substances liable to produce noxious or poisonous vapours in the sewerage system • organic solvents and mineral oil[#] • any flammable or explosive substance[#] • discharges from 'Bulk Fuel Depots' • discharges from chemicals and/or oil storage areas • natural or synthetic resins, plastic monomers, synthetic adhesives, rubber and plastic emulsions • roof, rain, surface, seepage or ground water, unless specifically permitted (clause 137A of the Local Government (General) Regulation 2005) • solid matter[#] • disposable products including wet wipes, cleaning wipes, colostomy bags, cat litter and other products marketed as flushable • any substance assessed as not suitable to be discharged into the sewerage system • liquid waste that contains pollutants at concentrations which inhibit the sewage treatment process – refer to Australian Sewage Quality Management Guidelines, June 2012, WSAA • any other substances listed in a relevant regulation |
|--|

In excess of the approved limit

15. OTHER SUBSTANCES/DISCHARGES EITHER PROHIBITED OR RESTRICTED

- Stormwater
- Contaminated groundwater
- Landfill leachate
- Discharge from float tanks
- Discharge from new service station forecourts and other refuelling points
- Discharge of liquid waste arising from liquefaction and/or pulverisation of solid waste by physical or chemical processes (e.g. garbage grinders/in-sink aerators, macerators, alkaline hydrolysis)
- Discharge from solid food waste processing units (digesters/composters, etc.)
- Use of additives in pre-treatment systems

For further details on limitations and restrictions applicable to all the above discharges, refer to Council's Liquid Trade Waste Policy and or to Chapter 3 of the *NSW Liquid Trade Waste Management Guidelines, 2021*

<https://www.narromine.nsw.gov.au/council/policies>

https://www.industry.nsw.gov.au/_data/assets/pdf_file/0010/147088/trade-waste-management-guidelines.pdf

16. SEWERAGE AND LIQUID TRADE WASTE FEES AND CHARGES

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. Sewer and trade waste consumption and access charges are determined on an annual basis and are displayed in Council's Draft Operational Plan for comment prior to adoption. Ratepayers are encouraged to participate in this process.

Council provides sewerage and liquid trade waste services on a commercial basis to non-residential dischargers, with full cost recovery through sewerage and liquid trade waste fees and charges. Council implements best practice pricing for non-residential sewerage and liquid trade waste services to ensure that dischargers bear a fair share of the cost of providing sewerage services and to facilitate appropriate pre-treatment, waste minimisation and water conservation.

The current sewerage and liquid trade waste fees and charges are provided on Council's website

<https://www.narromine.nsw.gov.au/council/fees-and-charges>

Council's liquid trade waste fees and charges may include:

- general fees and charges (application fee, annual liquid trade waste fee, inspection and/or re-inspection fees and renewal fee)
- category specific charges (trade waste usage charges for Charging Category 2 discharges, excess mass charges for Charging Category 3 discharges, charges for Charging Category 2S discharges and non-compliance charges)
- other charges related to the nature of waste (e.g. charges for the discharge of stormwater from large areas)

Detailed description of the liquid trade waste fees and charges and the methodology of calculating them are provided in Appendix D of Council's Liquid Trade Waste Policy.

17. POWERS 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.

18. REVIEW

This policy will be reviewed every 3 years, unless substantial changes to legislation or regulations occur.

PERFORMANCE INDICATOR

Council will meet its obligations under this Policy that are consistent with the National Water Quality Management Strategy, Australian Standards and Australian Drinking Water Guidelines. This is to effectively manage risks to public and environmental health.

DRAFT



WATER USAGE CHARGES FOR CONCEALED LEAKAGE POLICY

Version No.	Responsible Department	Prepared By	Date First Created	Review Date	Adopted Date Resolution No.
1	Engineering & Infrastructure Services	Manager Utilities	January 2023	4 Years	

1. PURPOSE

The purpose of this policy is to provide a framework for processing and assessing requests for a reduction in water usage and sewer usage charges due to a concealed water leak.

2. POLICY AIMS

The objectives of this policy are to:

- Provide some financial relief to property owners when water is lost due to a concealed leak, whilst demonstrating to property owners that they have a responsibility for maintaining their private water infrastructure and services.
- Provide a standard approach in dealing with requests for financial relief when water is lost due to a concealed leak.

3. POLICY STATEMENT

Council is responsible for providing a safe, reliable and cost-effective water supply system, which is customer focused, enhances the environment and caters for the sustainable growth of the Shire.

- Under the terms of this policy The property owner is responsible for managing their water consumption at their property. This includes checking the water meter to monitor water usage and consumption patterns.
- The property owner is responsible for maintaining and repairing any water infrastructure including internal pipes or fixtures and irrigation systems in a timely manner to conserve water and reduce potential costs.
- Council will contact property owners when a leak greater than ~~20~~ 50 litres per hour is detected via Council's Smart Meter System. Such notification is provided as an added service and should be acted upon. If such notification is not acted upon in a reasonable time by the property owner they may be ruled ineligible for financial relief. <https://www.narromine.nsw.gov.au/council/policies>

4. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS

This policy has been developed to be consistent with the following legislative requirements:

- National Water Quality Management Strategy
<https://www.waterquality.gov.au/>
- Water Management Act, 2000
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2000-092>
- Local Government Act, 1993
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1993-030>
- Australian Drinking Water Guidelines
<https://www.nhmrc.gov.au/about-us/publications/australian-drinking-water-guidelines>
- NSW Public Health Act 2010 No 127
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2010-127>
- NSW Public Health Regulation 2012
<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2012-0311>
- NSW Water Management (General) Regulation 2018
<https://legislation.nsw.gov.au/view/whole/html/inforce/current/sl-2018-0480>
- Plumbing Code of Australia
<https://ablis.business.gov.au/service/ag/the-plumbing-code-of-australia-pca-/31066>
- Plumbing and Drainage Act 2011
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2011-059>
- Australian and New Zealand Standards AS/NZS 3500.1:

5. POLICY SCOPE IN RELATION TO WATER USAGE CHARGES

This policy applies to all new and existing Residential Properties connected to, or wishing to connect to Council's water supply systems. The following clauses/ rules will apply in determination of eligibility for fee relief.

- 1) A property owner is responsible for all water usage that is recorded on the water meter/s located on their property, notwithstanding there is a leak, which includes a concealed leak.
- 2) The applicant must be the owner/s of the property for which the application applies
- 3) The property to which the application applies must be the owner/s sole place of residency.
- 4) The property for which the application applies must be land categorised as Residential for rating purposes in accordance with section 516 Local Government Act.
- 5) The leak must be repaired within 30 days of notification by Council. The notification is usually delivered by letter, email or phone call advising of the increased consumption. In the absence of advice from Council, the leak must be repaired within 30 days of the issues date of the water account containing the increased water consumption charges due to concealed leak.
- 6) The application is to be made on the appropriate form and the following supporting documentation must accompany the application.
 - a) The submission of a copy of the licensed plumber's invoice or account should accompany the application outlining the cost of the repairs that were necessary, the location of the leak and the nature of the repairs.
or
 - b) If the works have been completed by a property owner, a Statutory Declaration needs to be submitted addressing the detail mentioned above.
- 7) The application must be received by Council within 30 days of the issue of the water usage account. Applications may be accepted after 30 days in exceptional circumstances, at the discretion of the General Manager.
- 8) The leakage must have been significant and concealed. Significant leakage is determined if the water usage for the period in question is greater than 150 kilolitres or 1.5 times greater than the previous 2 years daily average usage. Concealed leakage is defined as being hidden from view and occurring within pipeline breaks or connections in the ground, under slabs or within walls and is clearly not visible by the owner or occupier. Damp walls, lush grass or damp soil does not constitute being concealed from view. Running toilets, leaking taps, faulty air conditioner pumps and unmonitored or automated sprinkler systems (as examples only) are not concealed water leaks.

9) Where the application meets the criteria specified, the water usage concession will be charged at the relevant charge per kilolitre. A maximum reduction of \$2,500 will apply.

10) Only one application per property will be accepted within a 5 year period regardless of whether the property ownership has changed.

11) The determination of the application will be made by The General Manager or Delegated Officer.

6. SEWER USAGE & LIQUID TRADE WASTE CHARGES **(Non-Residential and Business Properties)**

The property for which the application applies must be land categorised as either Residential or Business for rating purposes in accordance with section 516 or 518 Local Government Act.

a) In accordance with clause 4) above, non-residential properties are ineligible for reduction in water usage charges under this policy.

b) Where a non-residential property, subject to sewer usage charges based on water consumption, experiences a concealed leak which has not discharged to the sewer system, sewer usage and liquid trade waste charges will not apply in relation to the quantity of water estimated to be the subject of the leak.

c) Clauses 1), 2), 5), 6), 7), 8), 9), 10), 11) & 12) above apply to any application under this part.

7. COUNCIL'S MAINTENANCE RESPONSIBILITY

Council's maintenance responsibility for a water service ceases at the outlet of the water meter (last union downstream of the water meter body), for details please refer to the diagram below.

- ~~2) The application is to be made on the appropriate form and adequate supporting documentation must accompany the application.~~
- ~~3) The property for which the application applies must be land categorised as Residential for rating purposes in accordance with section 516 Local Government Act.~~
- ~~4) The applicant must be the owner/s of the property for which the application applies.~~
- ~~5) The application must be received by Council within 30 days of the issue of the water usage account. Applications may be accepted after 30 days in exceptional circumstances, at the discretion of the General Manager.~~
- ~~6) The leakage must have been significant and concealed. Significant leakage is determined if the water usage for the period in question is greater than 150 kilolitres and is 1.5 times greater than the previous 3 years daily average usage. Concealed leakage is defined as being hidden from view and occurring within pipeline breaks or connections in the ground, under slabs or within walls and is clearly not visible by the owner or occupier.~~
- ~~7) The submission of a copy of the licensed plumber's invoice or account should accompany the application outlining the cost of the repairs that were necessary, the location of the leak and the nature of the repairs. If the works have been completed by a property owner, a Statutory Declaration needs to be submitted addressing the detail mentioned above.~~
- ~~8) Where the application meets the criteria specified, the water usage which is greater than 1.5 times the previous 3 years daily average water usage, will be charged at 2 times the rate of the raw water usage charge for the relevant financial year. A maximum reduction of \$2,500, being the amount that was raised initially to the amount raised based upon the raw water charge, applies.~~
- ~~9) Only one application will be accepted as a result of an undetectable leak at the same property and by the same owner/s, regardless of whether it is a related event or a separate undetectable leakage. The adjustment process is considered an educational activity and the property owner, by receiving an adjustment the first time, should then be aware to check for leaks regularly and maintain plumbing at the property.~~
- ~~10) Applicants will be advised in writing of the decision within 30 days of receipt of the application.~~

~~11) The leak must be repaired within 30 days of notification by Council. The notification is usually delivered by letter, email or phone call advising of the increased consumption. In the absence of advice from Council, the leak must be repaired within 30 days of the issues date of the water account containing the increased water consumption charges due to concealed leak.~~

~~12) Council's maintenance responsibility for a water service ceases at the outlet of the water meter (last union downstream of the water meter body), for details please refer to the diagram below~~

Diagram 1

