

This policy covers the whole region on outside of PIA Water Connections. Using this policy, Council can provide clear guidance and expectation management for this group of aspiring customers and provide a clear process for applying, assessment and review.

Outside PIA customers shall only be supplied with water on complying with the 14 conditions stated in Part 4 – Policy Statement.

## 2. SCOPE

This policy is to apply to:

- All regional Domestic Water Services and Connections
- Applicants for these services
- Whitsunday Regional Council Employees who assess applications; and
- All employees and/or contractors engaged to install the required infrastructure.

## 3. POLICY OBJECTIVES

This policy is to apply “Domestic Rural Water Service Areas” to applicable towns and villages within the Whitsunday Regional Council area and to prescribe the terms and conditions applicable to water service connections within the adopted areas. This policy may limit domestic rural water services in line with Council’s planning and infrastructure limitations.

## 4. POLICY STATEMENT

All allotments within the Regional Domestic Water Service Area (as defined on maps in Appendix A), where a principal place of residence or other registered dwelling place exists, are eligible for connection to a Regional Domestic Water Service.

All costs associated with the supply and installation of the infrastructure required to provide the connections are to be borne by the applicant.

The following Regional Domestic Water Service conditions apply:

1. The meter and supply point will be located adjacent to Whitsunday Regional Council’s water main within the current water serviced area. The connection between the metering point and the consumer’s on-site storage tank is the responsibility of the consumer, as is the maintenance of this service line.
2. Supply and pressure from Whitsunday Regional Council’s water main will not be guaranteed to be continuous or consistent.

3. Whitsunday Regional Council may temporarily disrupt supply for the purpose of repair or maintenance, but shall not be held responsible for damages arising from any interruption.
4. On-site storage with a minimum capacity of 20 Kilolitres must be provided. The storage tank will require an elevated location to provide pressure or a pressure pump system may need to be installed. Additional site storage of 45 kilolitres of water, using a tank or dam, located within a radius of 50 metres from a dwelling, for firefighting purposes is recommended.
5. The water supply is required to be directly connected from the metering point to the storage tank. No intermediate connections are allowable. The water level in the storage tank is to be controlled automatically by a ball float valve. A minimum air gap of 100mm must be maintained between the tank filling inlet and tank overflow.
6. All private installations, from the meter, are to be carried out by a suitably qualified and licensed person. The requirements of the *Local Government (Water, Sewerage and Drainage) Regulation 1993*, *The Water Supply Code*, and appropriate trade standards must be met.
7. Water supply will only be available for domestic potable purposes.
8. Connection to Council's main will only be given upon Council received a "properly made" building application, and compliance with conditions 4 and 5.
9. The cost of connection the water supply included the provision of a 25mm meter and a backflow prevention device. Both of these devices remain the property of Whitsunday Regional Council, although the maintenance and care of both devices is the responsibility of the consumer. The cost of providing the supply is payable in advance.
10. At Council's discretion, a plumber or contractor may be engaged to construct the works quoted. This work will only be commissioned when provided to be of satisfactory standard. Supervision and testing will be at the cost of the contractor. A security deposit will be required for work to be carried out by the contractor. This deposit will be equal to the estimated cost of the work.
11. The Consumer shall ensure that Council has unencumbered ready access to its meter and installation at all reasonable times.
12. Only one metered service to each individual property will be permitted of the size noted in condition 9 above.
13. The consumer is responsible for the maintenance and operation of the water supply installation from the meter. Whitsunday Regional Council will not accept any responsibility for the loss of water or resultant cost from and after the installed meter.
14. In addition to the above conditions, contained in clauses 1 to 13, Whitsunday Regional

**INTERNAL USE ONLY**

Policy No: 2016.101 - Classification: Water & Waste

Adoption Date: 7 December 2016

Revokes: Policy No. N/A

Council reserves the right to alter or amend any of the conditions of supply in line with changing standards and policies. Your failure to abide by any of these conditions in the future may lead to Council refusing to continue to supply the property with water.

## 15. RELEVANT LEGISLATION

*Local Government (Water Sewerage and Drainage) Regulation 1993*

*Water Supply Code*

## 16. DEFINITIONS

17. **Regional Domestic Water Service:** is a means for providing to allotments outside the Urban Water Area, where a principal place of residence or other registered dwelling place exists, a safe and accessible potable water supply service for domestic use only.
18. **Regional Domestic Water Service Area:** area as defined in maps in Appendix A, being those Rural areas where Whitsunday Regional Council has deemed that a Regional Domestic Water Service may be installed to a principal place of residence or other registered dwelling place exists.
19. **Regional Domestic Water Connection:** is a connection provided from a Regional Domestic Water Service to one or more allotments outside the Urban Water Area to provide a means of accessing a safe and potable water supply source.
20. **Rural Area:** is that area outside the Urban Water Area.
21. **Urban Water Area:** is that area where expected demand growth has been allowed for, effective planning of the land use has occurred and where infrastructure can be provided efficiently.

## 22. RELATED DOCUMENTS

Appendix Item - A – WaterConnections\_Proserpine\_2017V2

Appendix Item - B – WaterConnections\_AirlieBeach\_2017V2

Appendix Item - C – WaterConnections\_BowenV6\_2017

Appendix Item - D – WaterConnections\_Collinsville\_2017V3

## 23. DATE REVIEWED

N/A

## 24. NEXT REVIEW

### INTERNAL USE ONLY

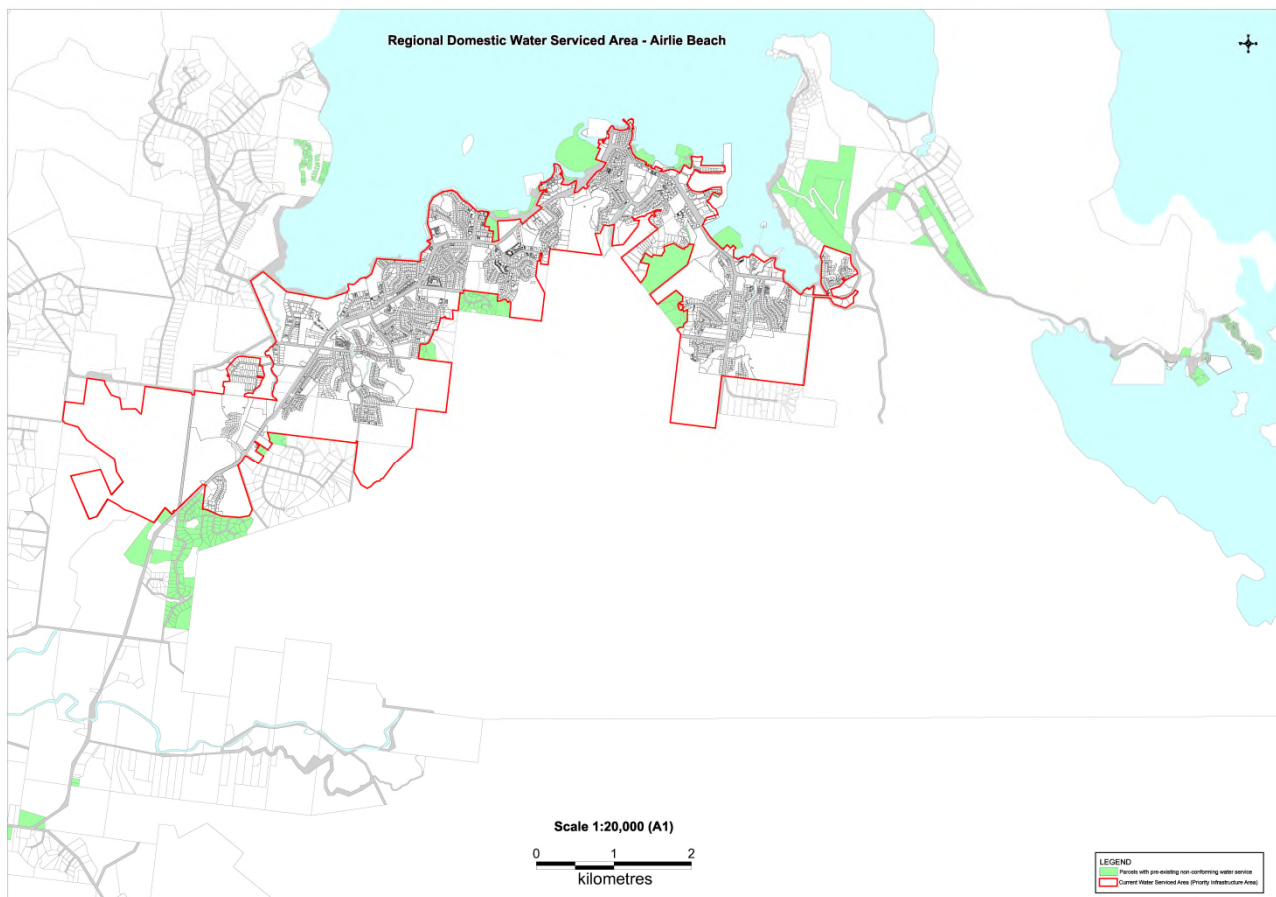
Policy No: 2016.101 - Classification: Water & Waste

Adoption Date: 7 December 2016

Revokes: Policy No. N/A

December 2017

Attachments

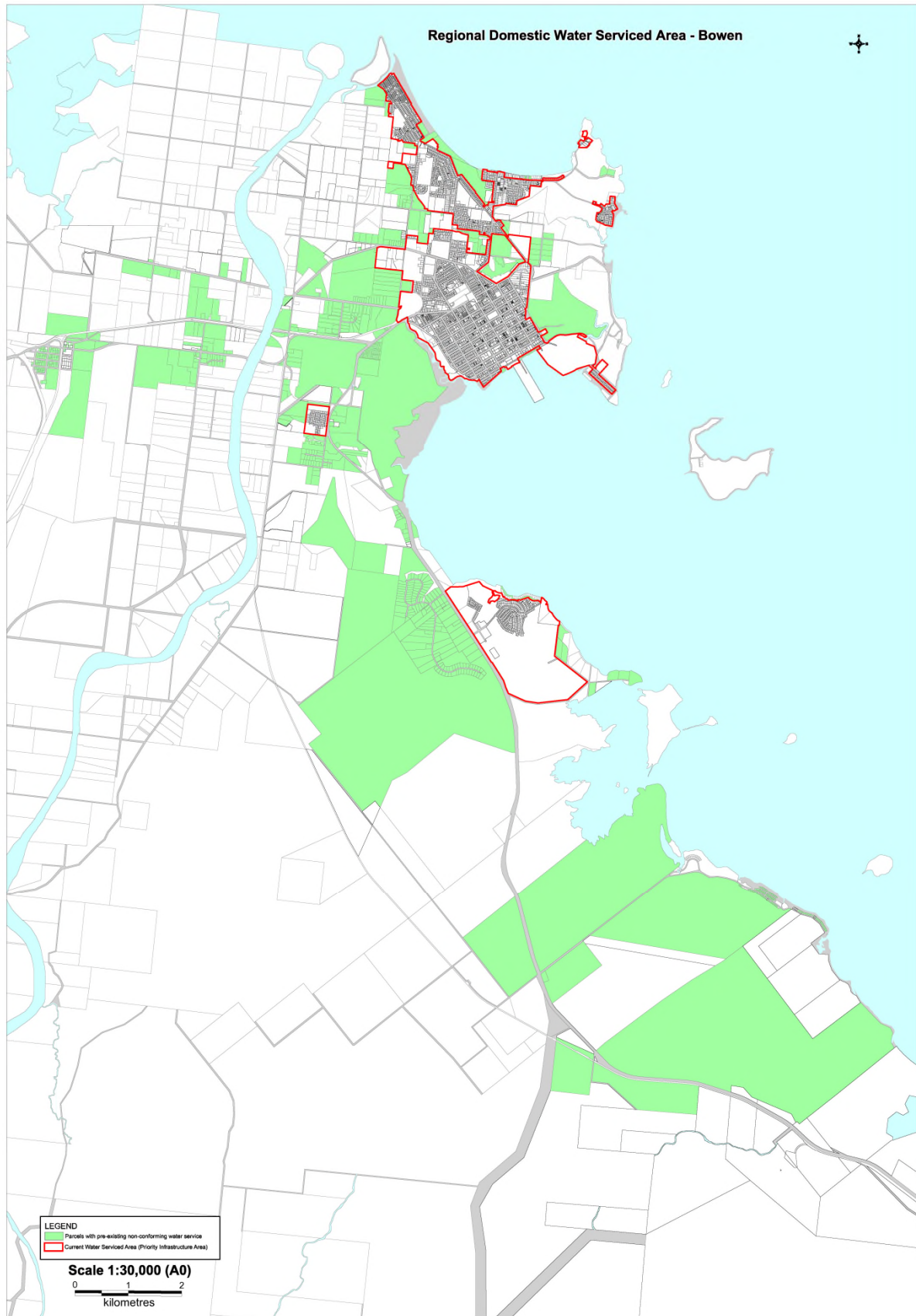


**INTERNAL USE ONLY**

Policy No: 2016.101 - Classification: Water & Waste

Adoption Date: 7 December 2016

Revokes: Policy No. N/A

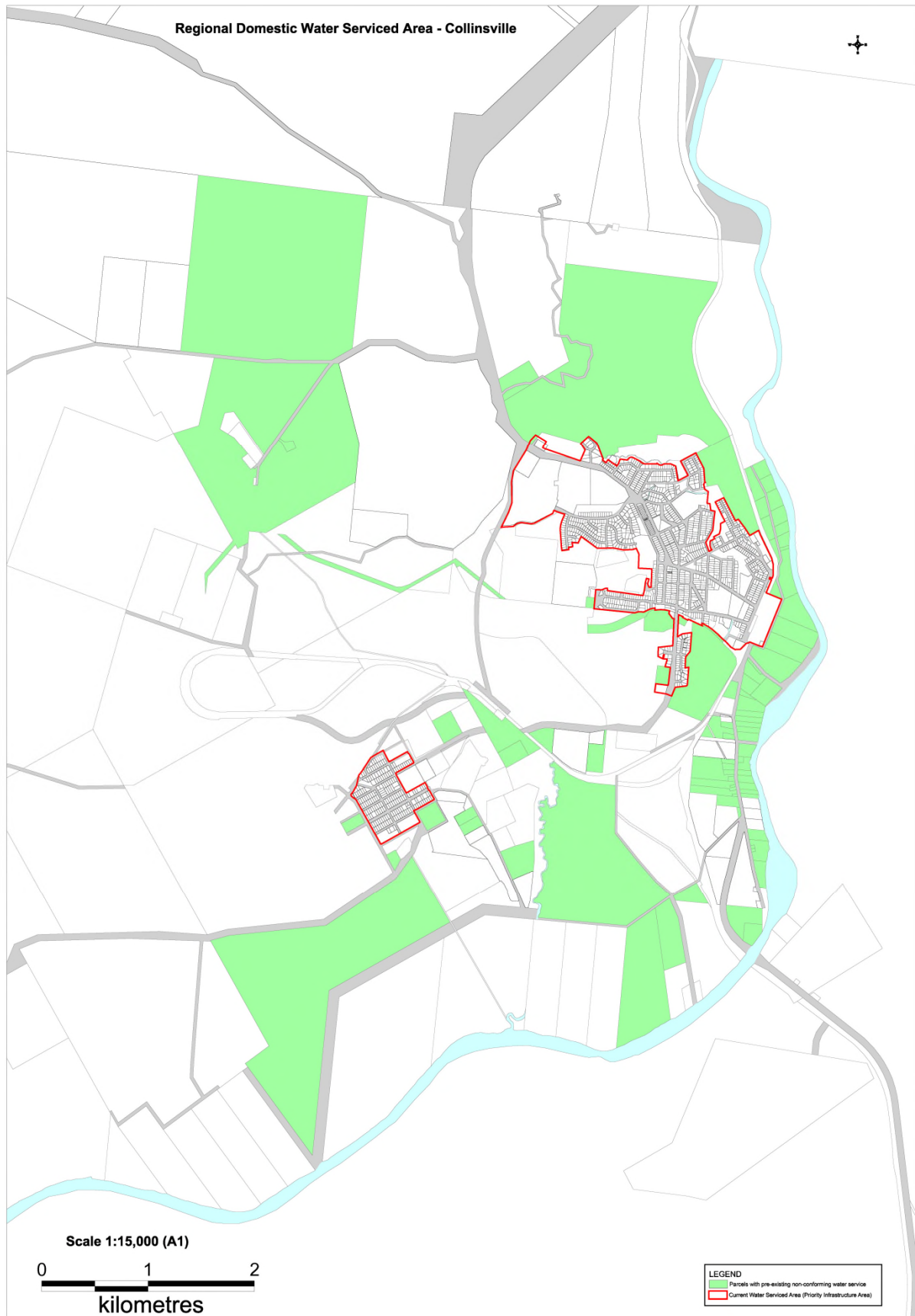


INTERNAL USE ONLY

Policy No: 2016.101 - Classification: Water & Waste

Adoption Date: 7 December 2016

Revokes: Policy No. N/A



**INTERNAL USE ONLY**

Policy No: 2016.101 - Classification: Water & Waste

Adoption Date: 7 December 2016

Revokes: Policy No. N/A

