



INFRASTRUCTURE & OPERATIONS

WATER CONNECTION, BACKFLOW PREVENTION AND PRICING POLICY - EX-WELLINGTON COUNCIL AREA

WATER CONNECTION

Council will charge customers for the initial installation of the service connection and water meter assembly when connecting a property for water access. Council will also install and charge the customer for the installation of an appropriate backflow prevention device, if the customer elects to have this installed by Council.

Council's current policy recognizes Water Services and Fire Services. Council recognizes Fire Services that comply with the Plumbing code of Australia. Services that are not recognized as dedicated Fire Services are considered Water Services.

WATER METERS

Water meters are an important part of Council's water supply infrastructure. All services to properties, whether a Fire Service or Water Service, will be metered. Meters accurately record the water consumed by each property.

This enables billing by Council for the water consumed and permits Council to account for all the water supplied to the community.

Water Meters are replaced after 12 years of service or after registering 7,500 kilolitres of water. The Director Infrastructure and Operations may change the length of service or the registration triggering replacement, from time to time.

WATER SERVICE ACCESS CHARGE

The Water Service Access Charge is an annual fee to cover the cost of making a Water Service available to a property.

The charge is dependent on the size of the meter connected to the property. Most residential meters are the 20mm size.

As Council Policy provides for reduction of Water Service Access Charges for dedicated Fire Services, Council must ensure that reductions are only made available for genuine Fire Services.

Council requires owners of a Fire Service to arrange an inspection by a licensed plumber and obtain a Fire Service Certificate.

The property owner must submit the Fire Service Certificate to Council before the end of May each year for Council to recognize it as a dedicated Fire Service for the following financial year and so receives the rebated Water Access Charge. The policy requires this inspection to be undertaken during the months of March, April and May each year.

2020/2021

Water Service Access Charge:	Meter Size:
Domestic:	20mm
Commercial:	20mm
	25mm
	31mm
	32mm
	38mm
	40mm
	50mm
	80mm
	100mm
	150mm

WATER SUPPLY USER CHARGE

Council has a stepped water usage charge for Customers in the former Wellington Council area as per Council's Revenue Policy 2022/2023. The table overleaf shows the pricing for both Domestic and Commercial per kilolitre usage charges:

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2020/2021

Kilolitres:	Domestic:	Commercial:
0 - 300	\$2.42	\$1.67
301 - 500	\$2.47	\$1.80
501 - 1000kl	\$2.65	\$2.19
1001 and above	\$2.86	\$2.75

A kilolitre is one thousand litres of water.

BACKFLOW PREVENTION

Council will safeguard the quality of the water supply scheme by ensuring that property owners take responsibility for preventing backflow conditions.

Property owners are responsible for installation of appropriate backflow prevention devices on their property. This is defined in accordance with the level of backflow hazard relating to the activities being carried out on the property.

The property owner is responsible for the annual testing, ongoing maintenance of the backflow prevention device and its replacing or upgrading, if the activities being carried out on the property change, and represent a greater hazard.

In absence of any site specification information, Council will assign a default level of the primary activities being undertaken on site.

ACCESS TO METERS

Meters are read four times each year in March, June, September and December. You can assist Council by regularly trimming shrubs from around the meter, so as to permit ready access by the water meter reader.

It would be appreciated if you could assist with providing access. If your meter is in a locked area or, if there is a dog in the yard when the meter reader calls, you may receive a card in your letterbox asking you to self read your water meter.

The card gives instructions on how to do this and doubles as a reply paid letter, which may be posted back to Council without a stamp.

If you receive one of these cards and you have any questions please contact Council's Customer Service Centre.

TO THE RESIDENT

Address:
Today, Council's water meter reader could not access the water meter on your property because of:-

Locked Premises Dogs Other Reason

It would be appreciated if, within the next three days, you would record the meter reading in the space provided below and return this card or phone Council on (02) 6801 4000 with the reading.

Owner's name:

Meter Serial No:

Date Read:

(Please read your water meter and write down the BLACK numbers only in the space provided.)

WATER TAMPERING

It is an offence under Section 636 of the Local Government Act, 1993 to tamper or interfere with the normal operation of water meters.

If you believe that your meter has been tampered with please contact Council. Council can install tamper evident devices on water meters in accordance with the Revenue Policy.

If you damage your meter or the pipes upstream of the meter, please contact Council as soon as possible.

ENTRY TO PRIVATE PROPERTY

Under Sections 191, 191A and 192 of the Local Government Act, 1993, Council has a right of entry to private property for the purpose of carrying out necessary maintenance activities, including water meter reading.

Council will first take reasonable steps to contact the property owner. If the owner cannot be contacted, Council may enter the property and carry out the maintenance work. In such cases, Council will place a card in your letterbox advising that Council has entered your property.

Please contact Council if you have any questions about why Council needed to enter your property.



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