



INFRASTRUCTURE & OPERATIONS

WATER CONNECTION, BACKFLOW PREVENTION AND PRICING POLICY - DUBBO

WATER CONNECTION

Water connections to properties are to be either a Water Service or a Fire Service and only Council can install these new services. 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 recognises both Water Services and Fire Services. To be a recognised Fire Service it must comply with the Plumbing Code of Australia. Service connections that are not recognised 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 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.

In order to ensure the ongoing accuracy of Council's Water Meter Fleet, water meters may be replaced after they reached their useful life, damaged, faulty, or as deemed by the Director Infrastructure.

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.

Council Policy exempts Fire Services from Water Access

Meter Size	Access Charge (p.a) 2022/2023
20mm	\$293.56
25mm	\$457.95
32mm	\$751.48
40mm	\$1,174.19
50mm	\$1,834.68
65mm	\$3,099.86
80mm	\$4,696.77
100mm	\$7,338.70
150mm	\$16,520.85

Charges and ensures that exemptions are issued and only made available for genuine Fire Services.

Council requires property owners of a Fire Service to arrange an annual 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 Fire Service for the following financial year and so exempt it from the Water Access Charges. The policy requires this inspection to be undertaken during the months of March, April and May each year.

WATER SUPPLY USAGE CHARGE

Council has adopted a flat charge for water usage. Customers pay \$2.22 for each kilolitre used as per Council's Revenue Policy 2022/2023. There is no "allocation" and no step increase in charge beyond a certain level of usage.

WATER CONNECTION, BACKFLOW PREVENTION AND PRICING POLICY

Water Usage Charges are calculated based on quarterly meter readings for each meter connected to the property. The flat charge applies to all customers, both residential and non-residential, of the former Dubbo City Council area. Customers of the former Wellington Council area have a separate pricing policy until 2022/2023. 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 required.

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

READING OF WATER METERS

Council has adopted smart automated water meter reading technology. Council may, from time to time, manually read a water meter. Access to Council's water meters is required at all times, under the Local Government Act 1993.

WATER THEFT AND 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 your meter or the pipes upstream of the meter are damaged, please contact Council as soon as possible.

SMART WATER METERS

Dubbo Regional Council is delivering a renewal of its existing water meter fleet with smart meter technology.

HOW DO SMART METERS WORK?

The smart water meter device detects the water flow and transmits the current water meter reading as a small radio signal. The information is then stored in a secure database managed by Dubbo Regional Council.

HOW IS RESPONSIBLE FOR THE MAINTENANCE OF THE DEVICE?

If you notice that your meter or device is damaged or in need of maintenance please contact Council's customer experience centre on 6801 4000.

HOW CAN I MONITOR MY WATER USAGE?

Customers with a Smart Water Device will be able to monitor and manage their water consumption through the 'My DRC Water' online customer portal. You can access the portal at mydrcwater.dubbo.nsw.gov.au

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. If you receive such a card and have any questions about why Council needed to enter your property or the work undertaken there, please contact Council using the contact details below.



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