

A large decorative graphic on the right side of the page, consisting of two overlapping semi-circles. The left semi-circle is orange and the right semi-circle is green. They overlap in the center, creating a dark blue shape. The background of the entire page is dark blue.

Council Policy

Water Supply Services

Contents

Document Overview	1
Purpose	2
Related Information	2
Related Legislation	2
Scope	3
Policy Overview and General Provisions	3
Applicant Responsibilities	3
Legislative Basis	3
General Provisions	3
Enforcement	3
Procedures	3
Network Extensions	3
Water Supply Service Area	4
Engineering Standards	4
Connection to Water Supply Scheme	6
Work on Live Water Mains	9
Protection of Water Assets	9
Building Over or Adjacent to Council's Water Mains	9
Developer Charges	9
Plumbing Requirements for Properties Connected to Water Supply Scheme	10
Maintenance and Operations	11
Prohibited Uses of Water Supply System	11
Council Maintenance Responsibilities	12
Property Owner Maintenance Responsibilities	13
Measurement of Water Consumption	13
Water Supply Pricing	13
Concealed Leaks	15
Responsibilities	17
Definitions	18
Appendices	21
Appendix 1: Fire Service Tag	21
Appendix 2: Water Service Connection Details	22

Document Overview

Document Category	Council Policy
Policy Title	Water Supply Services
Policy Statement	This policy provides a framework for managing Council’s Water Supply Services.
Date	15 July 2025
Resolution Date	28 October 2025
Clause Number	CCL25/276
Accountable Position	Manager Operations Water Supply and Sewerage Manager Strategy Water Supply and Sewerage
Responsible Position	Director Infrastructure
Branch	Water Supply and Sewerage
Division	Infrastructure
CM Reference Number	ED25/217384
Version	2.1
Review Period	Standard three years, or with change in legalisation
Review Date	28 October 2028
Consultation	Manager Operations Water Supply and Sewerage Manager Strategy Water Supply and Sewerage Financial Operations Branch Water Supply and Sewerage Branch Community (public exhibition period) – 8 September 2025 to 7 October 2025
Document Revision History	Date
Version 1	10 June 2025

Purpose

This Policy aids Council and their customers in the development and management of the Dubbo Regional Council (Council) Local Government Area (LGA) water supply schemes.

This Policy deals with water connections from Council's water reticulation network supplying drinking water onto the property of Council's water supply customers and the technical, administration and pricing matters associated with these connections.

The Policy provides general information and does not take precedence over design and construction specifications, Australian Standards, development conditions, or any other superior legislation or regulations.

The Water Supply Services Policy is made under the Local Government Act 1993 and Water Management Act 2000.

The main objectives of this Policy are to outline:

- Council's regulatory powers and limits of responsibilities.
- Council's approach to dealing with aspect of its water supply business.
- General advice for the community on the water supply services provided by Council.

Related Information

This Policy provides relevant documents, standards and regulations that inform and support Council's Water Supply Services Policy. These references ensure that the water supply services are managed in alignment with best practices, legal requirements and industry standards.

Related Legislation

Council provides water services appropriate to the current and future needs of the local community in accordance with relevant acts, regulations and standards. Some of the relevant acts and regulations are as follows:

- Local Government Act 1993
- Local Government (General) Regulation 2021
- Water Management Act 2000
- NSW Best-Practice Management of Water Supply and Sewerage Guidelines, August 2007
- National Water Initiative
- Plumbing Code of Australia
- Australian Standards
- Water Services Association of Australian Standards
- Australian Drinking Water Guidelines (2011)
- Public Health Act 2010.

Scope

This Policy applies to all Council activities including the activities of Council's customers and ratepayers in relation to water supply within the Dubbo Regional Council Local Government Area (LGA).

Policy Overview and General Provisions

Applicant Responsibilities

It is the responsibility of the Property Owner and/or Applicant to undertake all necessary investigations and associated costs to accurately determine the location and depth of any sewer infrastructure prior to the commencement of any planning development or construction works. While Council may provide available asset information upon request, this data is indicative only and must be independently verified by the Applicant.

Verification may require, but is not limited to, the engagement of qualified professionals, such as a registered land surveyor and the use of appropriate methods including Dial Before You Dig enquiries, site investigations, surveys, or review of Work-as-Executed documentation.

Legislative Basis

Dubbo Regional Council is the Water Supply Authority for the Dubbo LGA, under the supervision of State Government regulators. This power is under the Local Government Act 1993, in particular sections 56 to 66.

This Policy intends to aid Council in complying with this legislation, as well as the requirements of licences, approvals and reporting in relation to public health, work, health and safety, environmental management and performance reporting.

General Provisions

Enforcement

Council may enforce compliance with the Policy by exercising any, or all, of the following:

- a. Impose a penalty, fee or charge under the *Local Government Act 1993*.
- b. Issue an order under the *Local Government Act 1993*.
- c. Carry out the work and charge the customer.
- d. Disconnect the property from Council's potable water supply if the property owner does not comply with the provision of Council's Policy.
- e. Install a water restrictor on the water connection in the case on non-payment of water accounts. The restrictor will be removed upon payment of all accounts.
- f. Deny supply to a new or existing customer in cases where, in the opinion of the Director Infrastructure, there is a risk of contamination of the water supply, the risk of harming the health of a person, or risk of damage to property.

Procedures

Council may develop procedures to guide staff in the implementation of this Policy.

Network Extensions

Water Supply Service Area

Water Supply Service Area Map

Council's water supply service area is defined as those lands shown on the water supply service area maps (maps are updated as required).

Council may deny any request if connection will not meet suitable customer service standards.

Rural Water Supplies

Council shall not actively pursue the provision of further rural water supplies.

Council may deny any request if connection will not meet suitable customer service standards.

Where an owner or owners of rural properties approach Council for provision of a domestic water supply, they shall be advised that Council may only consider provision of supply where an approach is made by 85% of all property owners whose properties could be served by the proposed water supply scheme, and on the following basis:

- a. A scheme shall only proceed providing the capital works can be undertaken at no cost to Council, and the total cost of the scheme proposed is prepaid to Council prior to Council carrying out the work.
- b. All new connections are required to pay water headwork contributions, in accordance with Council's Policy, to cover augmentation of major capital items such as treatment works, reservoirs, pumps and rising mains relatively remote from the scheme area.
- c. That all internal plumbing be carried out by a licensed plumber in accordance with the provisions of the Local Government (Water Sewer and Drainage) Regulation 1993, and that all such works be inspected and tested by Council officers prior to the covering of the works.

The design and construction of any water main to service rural properties shall comply with this Policy.

Engineering Standards

Engineering Standards for Water Supply Pipelines

All water supply pipelines are to be designed and constructed in accordance with the Water Services Association of Australia's WSA 03-2011 Water Supply Code of Australia Version 3.3.

Council Provided Assets and Developer Provided Assets

In general, areas proposed for connection to the Council's Water Supply Scheme will be serviced using water treatment, storage and trunk transport infrastructure provided by Council. Council will provide a concept design for subdivision reticulation.

Developers are expected to connect their subdivision to the Council provided infrastructure, using developer provided infrastructure, in accordance with Council's concept design at the developer's cost.

Council's proposed new trunk assets are documented at concept design stage within its Development Servicing Plan for water supply, which also identifies some of the key developer provided assets required for connection to the future Council provided system.

Construction of Mains and Water Service Connections

Property developers may construct reticulation mains in accordance with Council's engineering standards.

All works must be completed by persons approved by Council and is to be inspected by Council staff prior to being connected to the Water Supply Scheme. The inspection will include the witnessing of disinfection and pressure testing of the water mains and any property connections using chlorinated water.

Property developers must use licensed plumbers to construct property connections, provided that the relevant water main has not yet been connected to the Water Supply Scheme.

In the case of developers developing residential or industrial estates in 'greenfield' sites, the developer may elect to construct the water reticulation mains directly, or have Council construct the mains.

Similarly, the developer may elect to have the water service connections supplying water to the individual lots in the estate, constructed directly by themselves by using a licenced plumbers for this work, or the developer may elect to have Council construct water service connections.

The developer shall pressure test and disinfect the water main and service connections with chlorinated water. Testing shall be witnessed by an authorised Council officer. After the disinfection is completed, the water is to be dechlorinated and discharged to grass verges or, failing that, to stormwater. However, water service connections may only be constructed by developers if the mains have not been charged with water and put into service. Once the mains have been charged, commissioned and inspected, the water service connections must be constructed by Council under Section 3.2 [Works on Live Water Mains](#).

In either case, the developer must pay all appropriate fees and charges as determined by Council from time to time.

Technical Schedules

Council has developed a range of technical schedules for construction, water operation and maintenance and sewer operation and maintenance.

Water Trunk Pipeline Materials

Materials and construction of water supply trunk mains, or rising mains, for potable water supply within the LGA shall be installed and constructed in accordance Technical Schedule DRC-W103. If the pipelines are metal, the pipes shall be fitted with polythene sleeving. If the pipelines are metal, the pipes shall be fitted with polyethylene sleeving.

Water Reticulation Pipeline Materials

This applies to the construction of potable water reticulation mains up to and including DN 300 mm after being designed in accordance with the principal's design standards and specifications.

All new reticulation mains for potable water supply within the LGA shall be installed using either new polyethylene sleeved Tyton joint PN35XL cement lined ductile iron pipes, or PN16 PVC-O pipes and PE100 PN16 HDPE pipes, all laid with sand bedding and surround, designed in accordance with DRC-W102, Water Reticulation, and constructed in accordance with DRC-W102 Water Reticulation.

Council's water reticulation pipes may be repaired with the use of short sections of PN16 PVC-O pipes joined using approved couplings or gibaults.

In special circumstances, the Director Infrastructure may allow for different pipe material to be used in construction.

Water Pipeline Easements

Under the Local Government Act 1993, Council has the power to access water mains on private property for maintenance reasons. However, Council requires that new water mains are also provided with easements to make Council's access rights clearer and reduce the risk of structures being built over, or near, the water main.

If water pipelines are to be constructed through private property, an easement for water supply shall be taken out to give Council the legal right to locate its pipeline. Easements shall be registered in Council's name.

If the water pipeline is to be constructed by developers, then the developer shall arrange for the creation of these easements in Council's name and at no cost to Council.

The minimum width of a water easement shall be 4 metres, and unless there are compelling reasons to the contrary, the pipeline shall be located centrally within the easement.

Council has no authority or control over the creation or management of a private easement. Where a private easement is in place, it is between the properties listed on the deposited plan.

Connection to Water Supply Scheme

Requirement to Connect

All properties that are in the Water Supply Service Area will be connected to the Water Supply Scheme. Council may deny any request if the connection will not meet suitable customer service standards.

Type of Property Connection

Water connections to properties are to be either a water service or a dedicated fire service. The customer is to be made aware that combined water connections for fire service and water service, are not preferred and they must specifically require a water service, or a dedicated fire service. In the absence of specific advice from the customer, new water connections will be deemed to be water services.

Location and Number of Connection Points

Water is to be supplied through a property connection, which normally terminates within 1 metre of the property boundary. The termination point is defined as the downstream end of the water meter.

Council generally will provide one water service and one fire service (where needed) per lot.

Residential property connections are to generally conform to drawing STD 5882 (refer to [Appendix 2](#)).

Size of Property Connection

The size of fire services and water services, expressed in millimetres diameter, are to be determined entirely by the property owner, (Council may request supporting documents including hydraulic plans). The size selected by the property owner must be a readily available size. The Director Infrastructure may, from time to time, declare that a certain size is not preferred, even if permitted by Australian Standards. In such cases, Council will install the next larger preferred size, in lieu of the non-preferred size sought by the customer.

Metering of Property Connections

All services, whether a fire service or water service, will be metered. The size of the water meter will be the same as the water connection pipe, for all new connections.

Council has adopted smart water meter/device technology for its fleet of meters and will entirely determine the type, make and model of the water meter and assembly to be installed.

Council requires access to its water meters at all times for meter reading and maintenance purposes.

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

Water meter assemblies shall be constructed above ground. Council may make exemptions on a case-by-case basis as approved by the Director Infrastructure. If it is reasonable to do so, multiple water meters servicing flats and strata units should also be grouped together and located within 1 metre of the property boundary. Council will determine the maximum number of meters to be installed at a property.

Details of 20 mm water service connections to domestic properties should conform to drawing STD 5882 ([Appendix 2](#)).

Only Council and its approved Council contractors under Council supervision can install new fire or water services. The physical water service, or fire service, remains the property of Council up to the boundary of the premises, and including the meter assembly. Council will replace any part of the fire or water service assemblies as required.

The property owner is responsible for their internal property connection from the outlet of the water meter.

Fire Services

Water connections to properties are to be either a water service or a dedicated fire service. The customer is to be made aware that combined water connections, for water service and fire service, are not preferred and applicants must specifically require a water service, or a dedicated fire service. In the absence of specific advice from the customer, new water connections will be deemed to be water services.

If a connection supplies firefighting appliances and non-fire appliances it is deemed a water service.

Dedicated fire services can only be used for firefighting. For Council to recognise them as a dedicated fire service, and exempt from water access charges, the property owner must submit a fire service certificate from a licensed plumber, or other approved persons, indicating the fire service is in fact a fire service in strict compliance with the National Plumbing Code of Australia.

The type of fire service certificate, and the qualifications of the person issuing the certificate, are to be determined by the Director Infrastructure.

The fire service certificate must be lodged with Council, commencing from the 2024/2025 financial year period, and every five years thereafter.

The fire service certificate must be submitted during the months of March, April or May (prior to the five year financial year period commencement date), in order to obtain recognition from Council of the fire service for the following five financial year periods.

If the fire service certificate is not lodged with Council by the end of May, prior to the five yearly certification period, the service will be deemed to be a water service and charged water access and non-residential sewer service charge according to Council's Fees and Charges document: [DRC - Fees & Charges - Fees & Charges](#)

If registration of high consumption on the fire service indicate that it may be being used for other than genuine firefighting, system checking or fire drills, then Council may, after notifying the customer, request certification of the fire service. Failure to supply the certification may result in the fire service being deemed a water service and be subject to the appropriate water service access charge, water usage and non-residential sewerage service charges.

Fire services may be tagged in the field by Council to indicate they are fire services ([Appendix 1](#) shows such a tag).

A water connection should be physically located on the allotment of the property. Council prefers only one water service and one fire service, if appropriate to a single allotment, however, may consider additional connections if warranted by circumstances.

Combination Meters

The use of combination water meters is not preferred. A combination water meter shall be considered as a single meter of the larger diameter for administrative purposes, including calculation of the appropriate access charges.

A combination water meter will be recognised by Council as a water service and will attract a water access charge unless annual fire certificates are submitted establishing it is entirely a fire service.

When Council replaces an existing combination water meter under its Meter Replacement Policy, it will replace the meter with a single water meter, if possible to do so.

Disconnection of Water Service

If a water service is no longer required, or a property has undergone demolition, Council will disconnect the water service at the main and the meter will be removed.

An application to disconnect a water service is available from Council's Customer Experience Centre. In accordance with Council's Fees and Charges document, there is no charge to the customer for water service disconnection.

Water meters can only be removed by authorised Council staff.

Once disconnected, Council may reconnect a property to the water supply upon application by the property owner and the cost of reconnection shall be borne by the property owner.

Demolition

Prior to any demolition works commencing, the town water supply to the premises is to be disconnected. If the water meter is to be removed it must only be undertaken by Council staff. Contact should be made with Council's Infrastructure Division to arrange the disconnection of the town water supply.

Connection Charges

Council will charge for connection services as per its Fees and Charges document.

Work on Live Water Mains

No work shall be carried out on a live water main by contractors or plumbers, including the construction of property connections, unless the work is carried out on behalf of, and under the direct supervision of Council staff.

Protection of Water Assets

Pipelines and Easements

The location and protection of water supply infrastructure remains the responsibility of the person and/or organisation undertaking any excavation, or associated works, in the vicinity of these assets. Information regarding Council's water assets can be found on 'Dial Before You Dig Australia' plans that are to be obtained prior to any excavation.

Pumping Stations and Reservoirs

Public access to water supply sites and infrastructure including pumping stations, water treatment plants and reservoirs is restricted and strictly controlled at all times. Council maintains an extensive network of surveillance and telemetry equipment to operate the water supply system. Installation of third party equipment on Council telemetry installations and reservoirs is not permitted.

Building Over or Adjacent to Council's Water Mains

Introduction

Water mains deliver water under pressure and often are laid at minimum depth. Water main failures, under or near structures, can lead to those structures being extensively damaged and may lead to people being injured. Water main failures can also lead to the contamination of the water supply.

General Position

No structures are permitted over water supply mains or an easement for water supply.

Diversion of Water Mains

Council may approve the diversion of a water main to allow for a building to be constructed, subject to the following:

- a. The new water main conforming to the development standards in the [Engineering Standards](#) section of this Policy;
- b. The hydraulic capacity of the new water main is to be at least the same as the water main being replaced;
- c. The new water main is to be at least 2.5 metres horizontal distance from any existing or proposed structure;
- d. An easement is to be created for the new water main as per the [Water Pipeline Easements](#) section of this Policy; and
- e. The decommissioned water main being excavated or capped.

Developer Charges

Developer charges contribute towards the cost of existing and future assets in the water supply system, where the development benefits from those assets.

Council will levy developer charges using its Development Servicing Plan (DSP) for water supply and sewerage, before issuing a certificate of compliance under section 64 of the Local Government Act 1993. Developer charges apply to all development within the DSP service areas and any other proposals to connect a property to the Water Supply Scheme. Developer charges are levied in addition to any other costs to connect to the water supply system.

Plumbing Requirements for Properties Connected to Water Supply Scheme

General Standards

All water plumbing work is to meet the installation, inspection and certification requirements of the Plumbing Code of Australia.

Backflow Prevention and Maintenance

Council will safeguard their Water Supply Scheme by ensuring that property owners take responsibility and ensure that backflow conditions are prevented, by reducing the risk of contamination by backflow from direct connections to the water supply system.

The property owner is responsible for installation of the appropriate backflow prevention device on their property in accordance with Australian Standard AS 3500:1. This is defined in accordance with the level of backflow hazard of the activities being carried out on the property.

The property owner is responsible for the ongoing maintenance of the backflow prevention devices, and its upgrading or replacement, if the activities being carried out on the property change and represent a higher hazard.

Council will operate a system of compliance to ensure that customers comply with this Policy.

In the absence of any site specific information Council will assign a default level of hazard to the property, based on Council's assessment of the primary activities being undertaken onsite. Council may update the defaults from time to time.

Australian Standard AS3500 defines three degrees of hazard:

- a. High Hazard - any conditions, device or practice which in connection with the water supply system has potential to cause death.
- b. Medium Hazard - any condition, device or practice which in connection with the water supply system could endanger health.
- c. Low Hazard - any condition, device or practice which in connection with the water supply system would constitute a nuisance but not endanger health.

If the customer has more site specific information, and requests a review of the hazard, Council may review the hazard rating. Council may require that this certification be carried out from time to time by qualified personnel, such as licensed plumbers, who have completed additional training.

In the absence of such certification, Council may inspect the property to determine the applicable hazard rating. Council may also charge the customer an inspection charge.

A backflow prevention device that is suitable for low hazard activities is incorporated in the 20 mm and 25 mm water meters.

All water connections larger than 25 mm, or any property with a medium or high hazard rating, a separate backflow prevention device downstream of the meter is required to be installed.

The backflow prevention device is considered part of the internal plumbing. The backflow prevention device is to be installed as containment protection, as close to the point of connection to Council's water supply. Council may quote for this work when connecting the fire or water service. However, the property owner may elect to have the backflow prevention device installed by a licensed plumber.

The property owner is responsible for installation, annual testing, repairs or replacement of backflow prevention devices as required, in accordance with AS 2845.3 Water Supply - Backflow Prevention Part 3 Field Testing and Maintenance. Council requires property owners to submit certification from qualified personnel certifying that the device has been installed, repaired or replaced, or that the testable device has been tested annually.

If property owners do not submit satisfactory certification indicating the device has been installed, repaired or replaced, or the testable unit has been tested satisfactorily, then Council may arrange for this work to be carried out by others. Council will charge the customers a service charge for this work in accordance with Council's Fees and Charges document.

Once the backflow prevention device is installed, whether by Council or the property owner, the device will remain the property of the property owner. The property owner is responsible for ongoing operation, routine testing and eventual replacement of the backflow prevention device.

The water connection assembly including the water meter will remain the property of Council. Council may replace the water connection pipeline and the water meter as required.

Where boundary/containment backflow prevention devices are fitted to a property's water plumbing, owners are required to:

- a. Maintain the device in accordance with manufacturer's requirements;
- b. For testable devices, test the device as required under Australian Standard AS 2845.3 - Water Supply - Backflow Prevention at intervals not exceeding 12 months;
- c. Replace the device if faulty or otherwise unsuitable for ongoing use; and
- d. Provide certification to Council as required to demonstrate these requirements have been met.

Property owners are to regularly review the hazard rating of the property and maintain a record of that review so that adequate boundary backflow prevention is assured. Property owners are required to provide notice to Council when there is a change in business activity.

Maintenance and Operations

Prohibited Uses of Water Supply System

Extraction of Water Using Hydrant Standpipes

The use of privately owned or hired standpipes to draw water from Council's drinking water reticulation is prohibited.

The drawing of water using metered standpipes fitted with approved backflow prevention devices inserted in fire hydrants may only be permitted by:

- a. Suitably trained Council employees.
- b. Contractors working directly for Council, with Council approval.
- c. Emergency services personnel.

Water Filling Stations

Council has established a number of water filling stations for water carters and rural customers within Council's LGA to access bulk drinking water. Bulk water charges apply in accordance with Council's Fees and Charges document.

Council reserves the right to refuse, restrict or suspend access to water filling stations for non-essential use, including dust suppression during times of declared water restrictions or as otherwise determined by Council.

Council Maintenance Responsibilities

Council is the owner of the property connection and water meter and will maintain and replace these items as necessary to provide service to the property, in accordance with Standard Drawing STD 882.

Meter Replacement

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

Drinking Water Quality Management

Council is committed to managing its water supply effectively to provide a safe, high quality drinking water that consistently meets the National Health and Medical Research Council (NHMRC)/Natural Resource Management Ministerial Council (NRMMC), Australian Drinking Water Guidelines (2011), consumer and other regulatory requirements.

To achieve this, in partnerships with stakeholders and relevant agencies, Council will:

- a. Manage water quality at all points along the delivery chain from source water to the consumer.
- b. Use a risk-based approach in which potential threats to water quality are identified and balanced.
- c. Integrate the needs and expectations of consumers, stakeholders, regulators and employees into Council planning.
- d. Establish regular monitoring of the quality of drinking water and effective reporting mechanisms to provide relevant and timely information and promote confidence in the water supply and its management.
- e. Develop appropriate contingency planning and incident response capability.
- f. Participate in appropriate research and development activities to ensure continued understanding of drinking water quality issues and performance.
- g. Contribute to the debate on setting industry regulations and guidelines and other standards relevant to public health and the water cycle.
- h. Continually improve Council practices by assessing performance against corporate commitments and stakeholder expectations.

Council maintains a drinking water quality management system consistent with the Australian Drinking Water Guidelines (2011) to effectively manage the risks to drinking water quality.

All Council staff involved in the supply of drinking water are responsible for understanding, implementing, maintaining and continuously improving the drinking water quality management system.

Property Owner Maintenance Responsibilities

General Maintenance Requirements

Property owners are responsible for maintaining their water supply plumbing to meet Plumbing Code of Australia requirements.

Measurement of Water Consumption

Reading of Water Meters

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

Power of Entry

Council's staff and its authorised contractors are legally entitled to enter all premises to access the water meter and for the recording of consumption under Section 191 and 191A of the Local Government Act 1993, Section 9.16 of the Environmental Planning and Assessment Act 1979 and Section 118A and Section 196 of the Environmental Planning and Assessment Act 1979.

Customer Notification Cards

Council has a number of customer service cards which may be left at a property to inform the customer of work undertaken (including boil water notices, access to meters, meter replacement, water supply disruption).

Meter Tampering and Unmetered Water Use

Water meter tampering and water theft is illegal. Water meter tampering is the term used to describe unauthorised actions to prevent a water meter registering correctly, or to stop it registering at all.

These activities also greatly increase the risk of contaminating the public water supply, and pose serious health and safety hazards, not just to those who modify the meter, but also to the rest of the community.

It is illegal to connect to Council's water services through an unauthorised connection, or to divert or otherwise interfere with a water meter. Council may prosecute for water theft.

Water Meter Testing

Water meters accurately record water consumption for charging purposes. If a customer believes their water meter is not accurately recording water consumption, they may apply to Council for the water meter to be tested by a NATA accredited laboratory.

In accordance with Council's Fees and Charges document, charges apply for testing of water meters.

If the meter is shown at least +/- 4% in error, Council may provide an adjustment of water usage charges and reimburse the testing fee.

Water Supply Pricing

Water supply charges are used to fund the following activities:

- a. The treatment and delivery of water;
- b. Ongoing maintenance of the water supply system and treatment plants; and
- c. Reserves allocated towards major system development work such as treatment plant upgrades.

Water supply charges cannot be used to fund Council's general expenditure, nor can general rates fund expenditure on the water supply system.

Charge Rates for Water Services

Council's charging regime for water consists of Water Access charges and Water Usage charges.

The Water Service Access charge is an annual charge, which is dependent on the size of the water meter and is billed annually. Water service access charges and non-residential sewer charges are levied in respect to water services but not dedicated fire services.

The owner of each individual assessment, for rating purposes, not currently serviced by Council's potable water reticulation network, but able to be serviced, as described in the Local Government Act 1993, shall be charged the Water Service Access charge for a single 20 mm water service, as described in Council's Fees and Charges document.

Water usage charges are calculated based on quarterly meter readings for each meter connected to the property. The water usage charge is a charge for all water supplied to the property, in accordance with Council's Fees and Charges document.

Council may charge its water customers for water registered on the water meter in accordance with the water usage charge contained in Council's Fees and Charges document. In the absence of a meter, or if the meter fails to record water consumption, Council's Revenue Branch may make a reasonable estimate of water consumed and charge this estimated quantity. In estimating the water usage, Council may take into consideration previous consumption patterns, and any other factors that Council considers relevant.

Council may set different usage charges for different classes of customers, such as residential and non-residential or other classes, as Council may determine from time to time.

The classification of customers will be made entirely by Council. Council will publish its definition on their website and may consider any request for revision of the customer's classification.

Council will charge water customers for water used for genuine firefighting, or for fire system testing. However, customers may submit an application requesting full refund of the amount charged for genuine firefighting, whether the water was supplied by a water service or a fire service, if sufficient evidence is provided.

Council may set minimum requirements for such claims to be considered from time to time. If Council accepts the claim, it will refund the full cost of water used for genuine firefighting.

Serviced Strata Title, Community Title and Neighbourhood Properties

Each rateable parcel of land created under a strata or community title plan shall be treated as a single residential rate assessment with a 20 mm water connection. Each lot will be charged a Water Service Access charge described in Council's Fees and Charges document for a 20 mm diameter water service in respect of the water service to the property.

Each unit/lot owner in the title property shall be charged the Water Supply Usage charge described in Council's Fees and Charges document for the registrations recorded on Council's supplied and authorised water meter/s based on the Schedule of Unit Entitlement detailed in the Strata Deed.

Where each lot is separately metered by a Council authorised, installed and maintained meter, each lot will be charged for consumption recorded on the Council water meter. Where each unit is not separately metered the consumption registered on the meter is charged to each unit based on their Schedule of Unit Entitlement.

Each Strata title unit, community title or neighbourhood property will be treated as residential or non-residential for sewer charges in accordance with determined rating category applicable to the property.

Vacant Properties

The owner of each individual assessment, for rating purposes, not currently serviced by Council's potable water reticulation network, but able to be serviced within 225 metres of a water main as described in the Local Government Act 1993 Section 552, shall be charged the Water Service Access charge for a single 20 mm water service, as described in Council's Fees and Charges document.

Billing Arrangements

Council's Financial Operations raises water charges based on the meter reading data. The data is uploaded to Council's financial system and water billing accounts are calculated from the data.

Water accounts are sent to customers as part of the quarterly rates notice accounts, after the quarterly meter reads in June, September, December and March.

Concealed Leaks

The property owner is responsible for managing water consumption at their property.

Customers with a smart water meter device are able to access the free smart meter portal 'MyDRC Water' to monitor water usage and set consumption or leak alerts. Occupants can also physically check and read the water meter to monitor water usage and consumption patterns.

The property owner is responsible for all water usage recorded on the water meter/s located on their property, notwithstanding there is a leak, which includes a concealed leak.

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 acknowledges that there may be times where a case exists for remission of excessive water charges due to a concealed leak where the property owner could not reasonably know of its existence.

In the case of a concealed leak, Council may consider an adjustment to water usage charges. Council will work out the adjustment by undertaking a calculation and/or estimate of excess water as a result of the concealed leak, including but not limited to smart meter data and corresponding historical billing periods.

The adjustment, if granted, will be 50% of the calculated excess water due to the concealed leak or as otherwise determined by Council.

Council may also provide an adjustment for non-residential properties where a concealed leak has also increased sewer and/or trade waste usage charges, where the water loss was deemed to have not entered Council's sewer system, the adjustment will be 100% of the sewer and/or trade waste usage charges attributed to the calculated and/or estimated excess water as a result of the concealed leak or as otherwise determined by Council.

Requests for an adjustment to water usage charges and/or non-residential sewer usage charges due to a concealed leak must be applied in writing using the Concealed Leak Application (refer to Council's website) and adequate supporting documentation must accompany the application.

Requests may only be considered if it complies with the following eligibility criteria:

- a. Property owner/s must be registered on the online customer portal 'MyDRC Water' and have active leak alerts enabled (where smart water meter technology has been installed) or can demonstrate reasonable efforts have been made to monitor their water consumption.
- b. The leak must be repaired by a suitable licensed tradesperson who must also provide a written report on the leak.
- c. The leak must be concealed such as hidden beneath a concrete slab or in a cavity wall or otherwise underground where its effects are not readily visible.
- d. The property owner took all reasonable steps to ensure the leak was repaired within a reasonable period of time.
- e. The adjustment will only be made if all other water and sewerage charges have been paid in full, or up to date on their arrangement, at the time the determination is made.
- f. The application must be submitted to Council within 60 calendar days from the issue date of the rates and instalment notice for which the request for adjustment is being sought.

Applications will not be accepted in the following instances:

- Water is found spraying, pooling, bubbling, running, flowing, gushing etc.
- The loss of water was the result of faulty plumbing fixtures (eg leaking taps, toilet cisterns, hot water systems, troughs, sprinklers or irrigation system, swimming pools/spas, rainwater tanks connected to water supply or faulty air conditioner pumps).
- Loss due to theft, vandalism and inadvertent use (tap/hose left running due to an oversight).
- An adjustment has been granted in the past five years.

In reviewing requests for an adjustment to a water consumption account, Council may consider the following:

- If increased water consumption for prior quarter/s should have been investigated.
- Prior high water consumption at the property.
- If a property is owner occupied or tenanted.
- Length of ownership.
- If property owner is an eligible pensioner.
- Where payment of the account would cause financial hardship.
- If an adjustment has previously been granted at the property or to the property owner.
- Prior history with Council with respect to payment of rates and charges including water consumption.

Applications for an adjustment due to a concealed leak will be assessed on a case-by-case basis and will be determined by Council's Chief Executive Officer, taking into consideration recommendations from Council's Manager Operations Water Supply and Sewerage, Revenue Accountant and Chief Financial Officer or other relevant Council staff.

Approved adjustments will be applied to the subsequent quarterly rates and charges instalment notice. Property owners should pay any rates and charges by the due date to avoid interest accruing.

Should an account result in financial hardship, ratepayers are referred to Council's Debt Management and Financial Hardship Policy for information regarding payment arrangement options or submitting Financial Hardship application.

Responsibilities

Position	Responsibility
Users	• Must comply with all provisions set out in the Water Supply Services Policy. • Responsible for maintaining internal plumbing and ensuring compliance with backflow prevention requirements. • Responsible for monitoring water consumption and promptly addressing leaks, including concealed leaks. • Must use Council's smart meter portal (MyDRC Water) where applicable.
Chief Executive Officer	• Final decision-maker for concealed leak adjustment applications. • Assesses applications with input from relevant staff including the Manager Operations Water Supply and Sewerage, Revenue Accountant, Chief Financial Officer and others as needed.
Water Supply and Sewerage Council Staff	• Implement and enforce the provisions of the Water Supply Services Policy. • Conduct inspections, testing, and approval of water and sewer infrastructure installations. • Carry out maintenance, meter readings and replacements as required. • Respond to water quality and customer service issues in alignment with Council procedures and standards.
Manager Operations Water Supply and Sewerage and Manager Strategy Water Supply and Sewerage	• Accountable for operational implementation of the Water Supply Services Policy. • Provides technical recommendations, including for concealed leak adjustments. • Oversees day to day operations, maintenance and customer service functions related to water supply. • Accountable for strategic planning and ensuring the Policy aligns with future service needs and legislative requirements. • Ensures the Policy reflects current best practices and compliance with relevant legislation and industry standards.

Position	Responsibility
	Contributes to long-term infrastructure planning, pricing strategies and regulatory compliance.
Director Infrastructure	- Holds overall responsibility for the Water Supply and Sewerage Branch. - Makes decisions regarding risk, exemptions, material approvals and customer connections. - May override or enforce certain technical and safety provisions (eg pipe material approvals, risk-based disconnections). - Provides executive oversight and ensures the Policy is effectively implemented across the Division.
Financial Operations	- Generates and issues billing for water usage and access charges using meter data. - Provides financial recommendations on concealed leak adjustment applications. - Supports implementation of water pricing strategies in accordance with Council's Fees and Charges document. - Maintains the financial system integration with smart meter readings and quarterly rates processing.

Definitions

To assist in interpretation, the following definitions apply:

Term	Definition
Backflow Prevention Device	An arrangement of device/s designed to prevent backflow from a property's internal plumbing back to into Council's water supply main.
Billing Period	The time between meter readings, however does not refer to the issue date or the payment date of rates and charges instalments.
Concealed Leak	Water escaping from a private water service that is hidden from view and defined as occurring within pipeline breaks or connections in the ground, under slabs or within walls and is not clearly visible to the owner (ie it does not involve leakage from a leaking taps, toilet cisterns, hot water systems or other water appliances, faulty plumbing or human error resulting in

Term	Definition
	the filling of a rainwater tank, property sprinkler or other irrigation systems, swimming pools, spas, ponds and other outdoor water features, or their related fittings). Lush grass or damp soil does not constitute being concealed from view.
Containment Protection	Containment protection provided at the property boundary to protect the network utility operator's water supply.
Developer Charges	Charges made under a Development Servicing Plan, plus any other charges levied under Council's revenue associated with the connection of properties to the Dubbo Regional Council Water Supply Scheme.
Development Servicing Plan	A document, which outlines the basis and amount of contributions payable when property development occurs. At the time of writing Council's Development Servicing Plan is titled <i>s64 Water and Sewerage Contributions Policy</i> .
Water Supply Scheme	Dubbo Regional Council's system of water treatment equipment, storages and water mains used to treat water and deliver it to properties in the water supply service area.
Easement	An area of land, or part of a lot, reserved by law for a specific purpose such as the containment of water assets.
Fire Service	A fire service is a water service dedicated only to service fire hydrants, fire hose reels, fire service fitting, including water storages, installed and used solely for firefighting in and around a building or property and testing. Under certain conditions, part of a fire sprinkler system may be included. A fire service that can be used for other purposes is deemed a water service.
Fire Service Certificate	A certificate prepared by a licensed plumber confirming that a fire service meets the Plumbing Code of Australia requirements for a fire service.
Hydrant Standpipe	A device permitting connection to a hydrant point on a water main permitting the extraction of water.

Term	Definition
Internal Property Connections	All plumbing and water connections from the outlet of Council's water meter.
MyDRC Water	The free online customer portal (refer to below link), where property owners, tenants and organisations, whose property has a smart water device installed, can register to monitor water usage, consumption and set alerts for high consumption or potential leaks. https://mydrcwater.dubbo.nsw.gov.au
Plumbing	All water pipes and fixtures downstream of the water meter. The plumbing is owned and maintained by the property owner.
Potable Water	Water intended primarily for human consumption.
Property Connection	The pipeline and associated equipment joining the water main to boundary point for a property (the downstream end of the water meter). The property connection is owned and maintained by the Water Supply Authority.
Property Owner	The owner/ratepayer of the property, or an applicant on behalf of the owner, who has previously given proof to Council of their agency agreement or power of attorney, etc.
Reticulation	Water mains that distribute water directly to properties via property connections.
Rising Main	Water mains that operate under variable pressure and flow rates, typically used to transfer water from low elevation sources to higher level treatment plants and storages.
Smart Water Meter/Device	A smart water meter or device is an automatic meter reading system that automatically records water use, has the ability to electronically report water usage information at regular intervals and provides instant access to data.
Trunk Main	Larger water mains that are used to transport water between major parts of a water supply system.
Water Filling Station	A station to enable rural customers and water carters to access bulk drinking water into portable tanker.

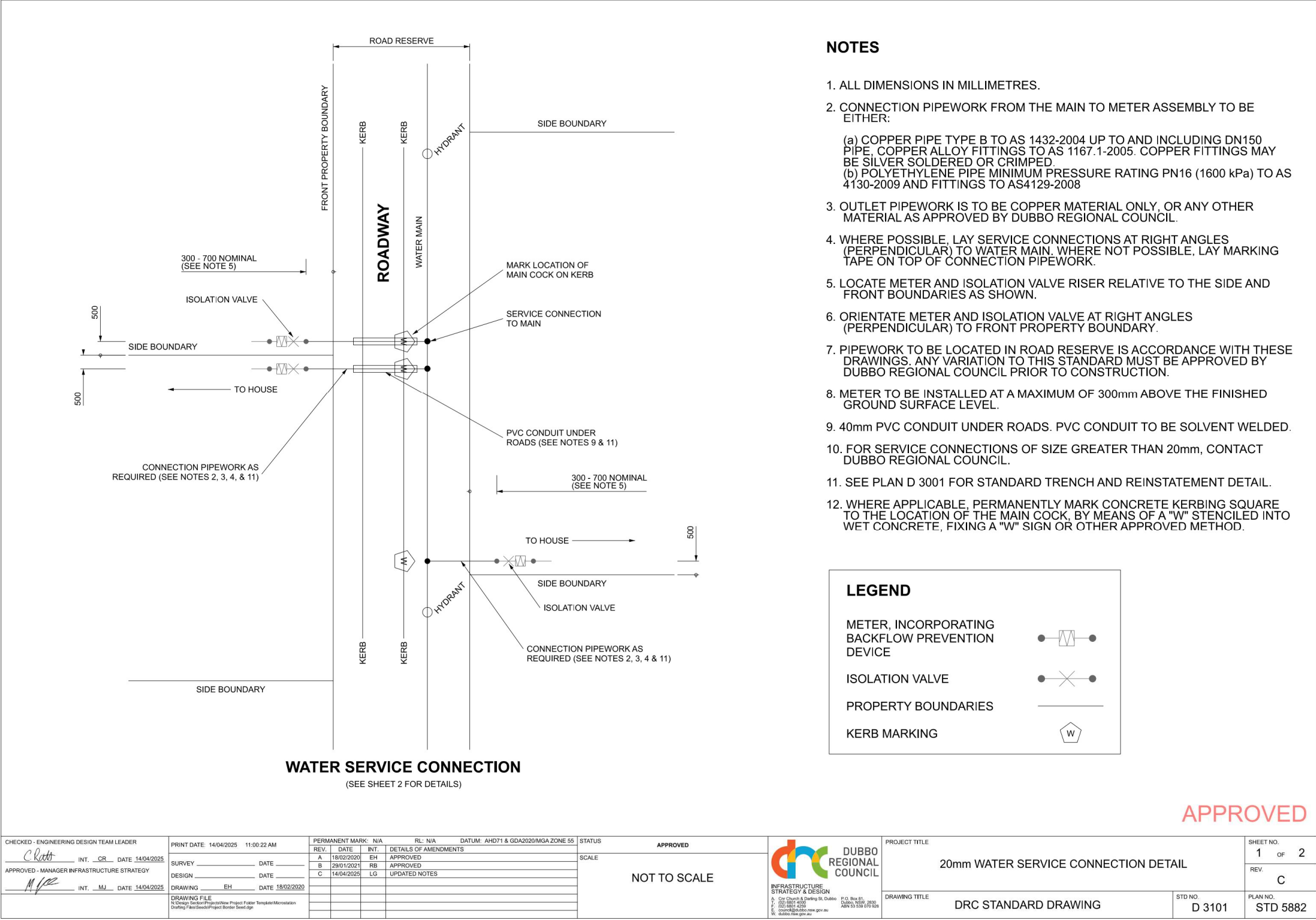
Term	Definition
Water Meter	A water meter is an apparatus, or appliance, for measuring and recording the volume of water passing the meter location.
Water Service	A water service is that part of the cold potable water supply pipeline from the water main to, and including, the water meter isolation tap.
Water Access Charge	An annual charge applicable to a water service, as set by Council in its annual Fees and Charges document.
Water Usage Charge	A charge applicable to water consumed at a property, as set out by Council, in its annual Fees and Charges document.

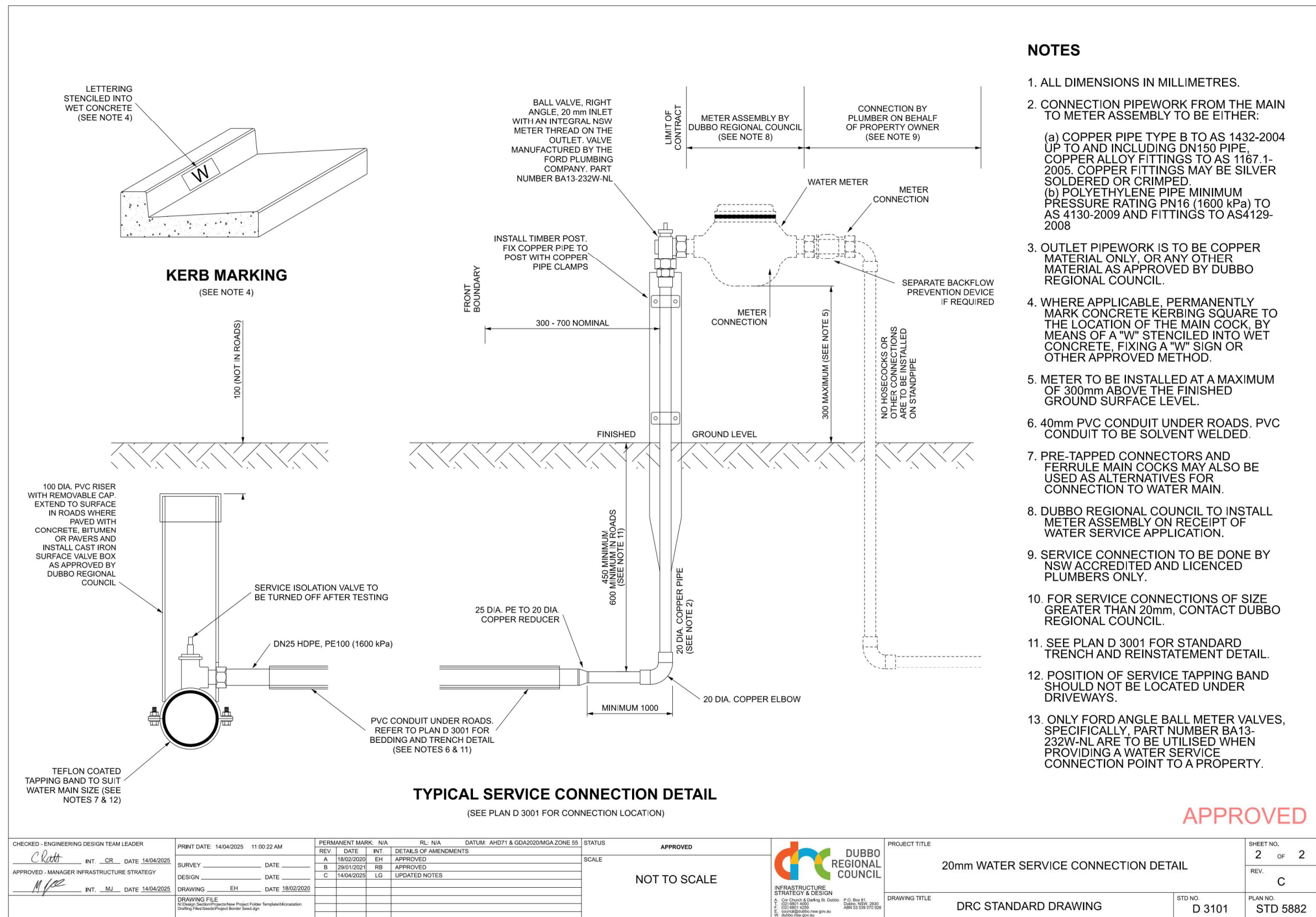
Appendices

Appendix 1: Fire Service Tag



Appendix 2: Water Service Connection Details





Document Control

Responsible Officer:	Manager Operations Water Supply and Sewerage
Division:	Infrastructure
Prepared by:	Water and Sewer Client Services Coordinator
Version:	2
Revision:	1
Document Date:	15 July 2025
Effective:	Adopted 28 October 2025 (CCL25/276

Previous Cover

DUBBO
REGIONAL
COUNCIL

COUNCIL POLICY
WATER SUPPLY SERVICES

Date:	17 June 2024
Council Resolution Date:	
Council Resolution:	CCL
Responsible Officer:	Manager Operations
Division:	Water Supply and Sewerage
Version:	1
Prepared by:	Water and Sewer Client Services Coordinator
Document Date:	15 July 2025
Effective:	Adopted 28 October 2025 (CCL25/276

Document Review Status

Reviewed	
Approved	

Cnr Church and Darling streets, Dubbo
Cnr Nanima Crescent and Warne Street, Wellington
Ph: (02) 6801 4000
dubbo.nsw.gov.au

