

# DUBBO REGIONAL COUNCIL

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## WATER SUPPLY

### Customer Service Standards 2020/2021 and 2021/2022

#### 1. WATER QUALITY

- 1.1 Council will supply your property with drinking water that is safe to drink. The water will comply with the Australian Drinking Water Guidelines 2011.
- 1.2 Council will supply you with drinking water with no odour and a pleasant taste.
- 1.3 Council will supply you with details of the drinking water chemical test results, upon request. Typical test results will be published on Council's website at [www.dubbo.nsw.gov.au](http://www.dubbo.nsw.gov.au)
- 1.4 If the treatment of water becomes compromised, and Council cannot be certain the water is safe to drink, Council will issue the following Notices:

#### Boil Water Notice

When this Notice is issued water must be boiled before consumption by humans and pets. Water may be used for all other purposes.

#### Do Not Drink Notice

When this Notice is issued water must not be consumed by humans or pets under any circumstances. Boiling will not make the water safe. Water may be used for all other purposes.

Should Council issue either of the above notices, notification cards will be delivered to all affected properties. Notices will also be publicised on Council's website and in the media.

To lift either Notice, Council will deliver notification cards to all affected properties or Council may also publicise the lifting of the Notice on its website, media and/or social media.

#### 2. CONNECTION

- 2.1 Should you require your property to be connected to the water supply please contact Council. Council will advise you if it is possible to be connected to the water supply, and also supply you with a quotation for the connection.

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Council will arrange a connection for a water service, or fire service to your property if it can be serviced, once appropriate fees are paid. Council will arrange a connection of the size you request, provided the requested size is commercially available. You must inform Council if the service is to be a water service or a fire service. If you are unsure or do not advise Council of the service type, Council will arrange a water service connection.

- 2.2 After Council constructs the water or fire service, you can arrange its connection to the internal or private water pipes on your property. When Council says 'internal', it is meant the water pipework from the outlet of the water meter connection, not just those pipes that are inside the building on your property.
- 2.3 As a condition of some water connections, Council may require you arrange the installation of an appropriate backflow prevention device at/or downstream of the water meter. Requirements and further information is outlined in Council's Water Connection, Backflow Prevention & Pricing Policy
- 2.4 As a condition of supply, Council requires that you arrange maintenance and periodic testing of your testable backflow prevention device, should you have one on your water service or fire service.
- 2.5 Council requires as a condition of connection that your internal or private plumbing, downstream of the meter, complies with the Plumbing Code of Australia.
- 2.6 Should your internal or private pipes no longer comply with the Plumbing Code of Australia, Council may disconnect your property from its water supply system.

### **3. WATER METERS**

- 3.1 Council will arrange the installation of any water meters that supply drinking water to your property. Water meters will be installed on both water services and fire services.
- 3.2 Council has adopted smart automated water meter reading technology. Council will provide you with access to the portal, MyDRCWater. Council may, from time to time, manually read a water meter. Access to Council's water meters is required at all times.
- 3.3 Council will arrange quarterly reading of any meters that supply drinking water to your property.
- 3.4 Upon request, Council will make the water meter readings available to you.

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- 3.5 Upon request Council will arrange testing of your water meter. You must pay the appropriate fee prior to Council arranging the test. If the meter is found to be recording outside a range of  $\pm 4\%$  accuracy, Council will refund you the meter test fee and adjust your account accordingly.
- 3.6 Please contact Council if the water meter and its surrounding pipes are damaged. Council will repair the damage and charge you the actual cost of the work, unless another person indicates, in writing, that they caused the damage and are prepared to pay the cost of repairs.
- 3.7 Please contact Council should you wish to have the meter relocated. If it is practical to relocate the water meter, Council will supply a quotation for the relocation.
- 3.8 Should the water meter be removed or tampered with, Council will replace the meter and repair any damage, and charge you the costs for undertaking such works.

If the removal or tampering of the meter result in water usage not being recorded, Council will make a reasonable estimate of water usage and charge you accordingly.

Council may also take legal action under the Local Government Act or other legislation.

## **4. WATER ACCOUNTS**

- 4.1 Council will forward you written water accounts at quarterly intervals. Please contact Council if you are having trouble paying the account.
- 4.2 Should a water account remain unpaid, after written notification has been issued to you, Council may restrict the water flow to your property. If the water account remains unpaid after the restriction, Council may give you further notification and disconnect your property from the water supply.

## **5. AVAILABILITY**

- 5.1 Council will supply drinking water to your property upon demand. However, at times of water shortages, such as droughts, Council may require you to reduce demand by restricting how you use water. Council will ensure the system of water restrictions is available on its website, and that the proclamation of water restrictions is widely advertised.

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5.2 Council will supply drinking water to your property that exceeds the following nominal minimum water pressure at the water meter at least 95% of the time, in the following water supply areas:

- Urban Water Supply Area 170 kilopascals (kPa)
- Rural Water Supply Area 150 kPa
- Buninyong Water Supply Area 80 kPa

Council will ensure maps showing these water supply service areas are available on Council's website.

5.3 Council will supply drinking water to your property that exceeds the following absolute minimum water pressures at the meter, except when there are abnormal demands such as fire flows, or main breaks:

- Urban Water Supply Area 120 kPa
- Rural Water Supply Area 80 kPa
- Buninyong Water Supply Area 0 kPa

5.4 Council will supply drinking water to your property at a pressure that does not exceed 600 kPa, measured at the water meter, at least 95% of the time.

5.5 Council will ensure that the pressure of drinking water at your meter never exceeds 1,400 kPa.

## 6. NOTIFICATIONS

6.1 Council will give you reasonable notification of works that will affect water services provided to your property, especially if this involves entry to your property.

6.2 If Council enters your property and you are not home, Council will leave a written card or similar advice that we were there, and the reason for the visit.

## 7. INTERRUPTIONS TO SUPPLY

7.1 Council will give 24 hours' notice of scheduled interruptions to the supply of drinking water to residential customers. Council will give 7 days' notice of scheduled interruptions to the supply of drinking water to commercial customers.

7.2 In some cases, such as mechanical breakdowns, Council cannot give you advance notice of interruption to supply. When this occurs, Council will publicise the interruption to supply.

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## 8. FIRE PROTECTION

8.1 Council will ensure that the spacing of hydrants along water mains does not exceed the following maximum hydrant spacing:

- In the Dubbo Urban Water Supply Area                      60 metres
- In the Rural Water Supply Area                                      120 metres

There is no maximum spacing of fire hydrants in the Buninyong Water Supply Area.

## 9. RESPONSE

### 9.1 Table of Water Supply Failures Response Time

	Priority 1	Priority 2	Priority 3
<b>Definition</b>	<ul style="list-style-type: none"> <li>• A failure to maintain continuity of quality or supply to customer</li> <li>• Traffic or safety hazard.</li> <li>• Major property damage</li> <li>• Water Treatment Plant output diminished</li> <li>• Personal risk to public health</li> <li>• Significant depletion of service reservoir</li> <li>• Major environmental impact</li> <li>• Reduced water supply to Critical Customers</li> </ul>	<ul style="list-style-type: none"> <li>• A failure to maintain continuity of supply</li> <li>• Minor or no property damage</li> <li>• Minor environmental impact</li> </ul>	<ul style="list-style-type: none"> <li>• Known fault, non-urgent minor problem or complaint which can be dealt with at a time convenient to the customer and Dubbo Regional Council</li> <li>• No property impact or financial disadvantage to the customer</li> </ul>
<b>Typical cause</b>	<ul style="list-style-type: none"> <li>• Water Treatment Plant malfunction</li> <li>• Valve failure</li> <li>• Water Main or service break</li> <li>• No water</li> <li>• Water quality – odour/taste/dirty</li> <li>• Stop cock faulty (works to be carried out)</li> <li>• Medical condition requiring continuing supply</li> </ul>	<ul style="list-style-type: none"> <li>• Minor main break</li> <li>• Leaking main break</li> <li>• Partial valve failure</li> <li>• Poor pressure</li> <li>• Leak causing a safety/traffic issue,</li> </ul>	<ul style="list-style-type: none"> <li>• Faulty water meter/minor leak</li> <li>• Damaged meter (unable to read)</li> <li>• Missing/faulty Stop cock (no work being carried out)</li> <li>• Service disconnection or downsize</li> <li>• Faulty valve or hydrant</li> </ul>
<b>Response time **</b>	Within two (2) hours (normal business hours)	Within two (2) business days	Within ten (10) working days

**\*\* Response time defined as time to have staff on site to commence rectification of problem after notification by public or own staff. Response time does not indicate completed repair time.**

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- 9.2 Council will respond in writing to any question on the water supply to your property within ten (10) working days of the questions being received.
- 9.3 Council will complete construction work within forty (40) working days of receiving pre-payment for such work.

## **10 NOISE**

- 10.3 Council will ensure the noise at the boundary of a water facility does not exceed 35 decibels on the “A” reference scale from the Environment Protection Authority (EPA), at all times.

## **11 USE OF WATER**

- 11.3 As a Council water customer you cannot sell water to another person.
- 11.4 As a Council water customer you cannot supply water free of charge to another person.

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## SEWERAGE

### Customer Service Standards 2020/2021 and 2021/2022

#### 1. CONNECTION

- 1.1 Council will arrange for a junction to be constructed to which internal or private drainage pipework may be connected. Council will maintain its sewer pipe and the junction. You are responsible for maintenance of all other internal pipework. When Council say 'internal' we mean the private pipework upstream of the junction, not just those pipes that are inside the building on your property.
- 1.2 Council requires as a condition of connection that internal or private drainage pipes, upstream of Council's junction, comply with the Plumbing Code of Australia.
- 1.3 Council may disconnect your property from its sewerage system should your internal or private pipes no longer comply with the Plumbing Code of Australia.

#### 2. COLLECTION OF SEWAGE

- 2.1 Council will accept sewage from your property whether it enters Council's sewerage system:
  - By gravity
  - By pumping.
- 2.2 Council may accept liquid trade waste from your property under certain conditions. Only trade waste dischargers who have obtained Approval with Council are allowed to discharge trade waste to the sewerage system.
- 2.3 If you have an onsite sewage treatment unit on your property Council will accept sewage effluent from your property whether it enters Council's sewerage system:
  - By gravity
  - By pumping.

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## 3. NOTIFICATIONS

- 3.1 Council will give you reasonable notification of work that will affect sewerage services provided to your property, especially if this involves entry to your property.
- 3.2 Should Council officers enter your property, and you are not home, a written card or similar notice will be left advising of the visit and the reason for the visit.

## 4. INTERRUPTIONS TO SEWERAGE SERVICES

- 4.1 Council will take all reasonable efforts to ensure that there are no interruptions to sewerage services to your property. Should an interruption occur, Council will provide reasonable notification.

## 5. RESPONSE

### 5.1 Table of Sewerage Services Failures Response Time

	Priority 1	Priority 2
<b>Definition</b>	<ul style="list-style-type: none"> <li>• A failure to contain sewage within the system or any major sewerage problem affecting customers</li> <li>• Traffic or safety hazard</li> <li>• Personal injury or risk to public health</li> <li>• Major property damage eg subsidence</li> <li>• Environmental impact</li> </ul>	<ul style="list-style-type: none"> <li>• A minor problem, request or complaint which can be dealt with at a time convenient to the customer and Dubbo Regional Council.</li> <li>• Minor inconvenience or disruption</li> </ul>
<b>Typical cause</b>	<ul style="list-style-type: none"> <li>• Manhole overflowing</li> <li>• Broken gravity/rising main</li> <li>• Missing manhole lids</li> <li>• Surcharge – internal property</li> <li>• Break, collapse, choke overloading the system and extended wet weather</li> <li>• Subsidence causing immediate danger</li> </ul>	<ul style="list-style-type: none"> <li>• Pump station/manhole noisy (not causing major concern to customer's peace and quiet)</li> <li>• Planned work</li> <li>• System investigation</li> <li>• Adjustment to manholes</li> </ul>
<b>Response time**</b>	Within two (2) hours	Within ten (10) business days
<p><b>** Response time defined as time to have staff on site to commence rectification of problem after notification by public or own staff. Response time does not indicate completed repair time.</b></p>		

- 5.2 Council will respond in writing to any question on the water supply to your property within ten (10) working days of the questions being received.
- 5.3 Council will complete construction work within forty (40) working days of receiving pre-payment for such work.

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## 6. NOISE

- 6.1 Council will ensure the noise at the boundary of a sewerage facility does not exceed 35 decibels in the “A” reference scale from the Environment Protection Authority (EPA) at all times.

## 7. ODOURS

- 7.1 Council will take all reasonable steps to ensure that there are no objectionable odours from sewerage facilities detectable at the boundary of the sewerage facility.