



WATER FILLING STATION CONDITIONS OF USE

If you wish to use Council's water filling stations, you will need to do the following:

1. Complete an application form for an Avdata water billing account.
2. Purchase a water filling station Access Key. The cost will be refunded if the key is returned undamaged.
3. Agree to Council's Conditions of Use and Terms and Conditions.

Council uses the services of Avdata Australia to manage the water billing, monitoring and access requirements for Council's water filling stations.

Water Charges for All Dubbo Regional Council Stations

Water Filling Station Access Key - \$40.00

Water is charged at \$3.70 per kilolitre (Bulk Water Charge 2019/2020) at the following locations:

- Federation Street, Ballimore
- Burraway Street, Brocklehurst
- Bunglegumbie Road, Dubbo
- Cooreena Road, Dubbo
- Firgrove Estate, Dubbo
- Macquarie Street, Dubbo
- Obley Road, Dubbo
- Old Gilgandra Road, Dubbo
- Whitewood Road, Dubbo
- Sawmill Street, Eumungerie
- Wellington Street, Geurie
- Burrandong Street, Mumbil
- Charles Street, Wellington
- Derribong Street, Wongarbon

Lost or Stolen Keys

Customers should immediately report lost or stolen keys to Avdata on (02) 6262 8111 so that your account can be disabled. Customers should contact Council to complete a Water Filling Station Key Replacement Application. Replacement fee for Access Key applies, as above, for damaged, lost or stolen access keys.

Account Cancellation & Overdue Accounts

In the event that a customer account is no longer required, upon return of the undamaged access key, a refund will be issue for the amount paid for the key. This will be credited back to the customer by direct debit.

Account keys will be deactivated if the account exceeds 60+ days overdue.

Privacy

Personal information supplied to Council as part of the application process will be held securely and will not be disclosed to third parties other than for the purpose for which it was intended (billing purposes).

Contact Information

Please contact Council's Client Services team (02) 6801 4000 if customer mailing address or contact information changes.

Portable Standpipes

Private portable standpipes are prohibited in Council hydrants (Council and Fire Brigade are exceptions).

Pedestrian Safety

Minimise obstruction of the footpath and take all safety precautions including the positioning of safety cones to prevent the risk of tripping hazards or injury to pedestrians.

Water Carters Supplying Potable Water

Water Carters supplying potable drinking water must have tankers suitable for the transport of drinking water. Water Carters accessing water from Council’s Water Filling Stations for the purpose of supplying as drinking water will be included in Council’s Register of Water Carters as specified in *NSW Health - Guidelines for Water Carters*.

The *NSW Health Guidelines for Water Carters* specifies the obligations Water Carters must comply with, and a copy of this document will be issued to customers supplying potable drinking water when an access key is purchased.

Users of this service are solely responsible for cleanliness of containers/tanks filled from filling stations.

Dubbo Regional Council has no responsibility for water quality once water is removed from the standpipe

Customer Acknowledgement

- I acknowledge I have read and understood all the conditions of use
- I understand that it is illegal to use portable standpipes in Council hydrants (Fire Brigades and Council accepted).
- I agree to take water only for the purpose approved on this application
- I take responsibility for any loss or damage to the access key
- I agree to follow correct procedures for water filling station operation as outlined on the “Water Filling Station Instructions”
- I have received a copy of the NSW Health Guidelines for Water Carters and recognise carting drinking water poses extra responsibilities
- Council may vary these terms and conditions at any time. Thirty (30) days’ notice of any changes will be advised in writing to registered key holders.
- I am legally entitled to make application on behalf of this organisation.

I intend to access Council’s Water Filling Stations for the purpose of supplying and selling drinking water?

YES

NO

Name: _____

Signature: _____ Date: _____

In the event of a user not complying with any of the above conditions or other reasonable request, permission to draw water may be withdrawn.

Avdata Water Management System

About Your Avdata Key

You have requested an Avdata Water Management System postpaid account key. This key will allow you to access facilities as specified to Avdata by the facility owner(s), and to receive regular invoices with itemised records of facility usage.

To use your key:

- 1. Touch the access key against the read head on the control panel.*
- 2. If the key is valid the **Select Outlet** LED will be solidly lit.*
- 3. Press the **ON** button for the outlet you wish to use.*
- 4. Press the **OFF** button when finished (or someone else may access water at your expense).*
- 5. To avoid wastage, the water flow will stop after a set volume has been delivered or after a set time with no detected flow. Repeat the steps above to re-start the flow.*

Terms and Conditions - (Effective 01 July 2018)

1. These Terms and Conditions apply to all new and existing key holders. They replace all previous Terms and Conditions and may be revised without notice.
2. Avdata reserves the right to reject key registration applications, including those which are incomplete, which are not signed, or where related accounts have not been paid.
3. The purchaser of each key is registered at Avdata as the key holder who is liable for all usage on that key, whether or not the usage was authorised.
4. When a key has been lost or stolen, Avdata must be advised **immediately** by phone call to (02) 6262 8111 or email to mail@avdata.com.au. If Avdata has been notified that a key was lost or unwanted then it will only be re-registered on receipt of written advice.
5. Accounts are issued monthly (or sometimes quarterly for smaller accounts). In general, charges will be for usage in the previous calendar month or previous quarter. However, older charges may be included if there has been a delay in obtaining usage data from the facility.
6. Accounts must be paid in full by the due date (generally 25 days after the invoice date).
7. An account which is not paid by the due date may incur an Overdue Account Fee of \$13.17 (incl GST), and if keys are de-registered due to non-payment may incur a Key Re-registration Fee of \$22.00 (incl GST) for each key. Keys will not be re-registered until the account is paid in full.
8. Avdata may vary these conditions, fees and charges at any time without notice.
9. The registered key holder is liable for and agrees to pay all legal and other costs and expenses incurred in recovering unpaid amounts.
10. This agreement shall be governed by and construed in accordance with the laws in force in the Australian Capital Territory and be submitted to the exclusive jurisdiction of the courts of that Territory.

Notes

1. Accounts will show the tag number of the key used to operate water point(s), date and time of usage, kilolitres (assuming that the flow meter is installed and operating correctly), and usage charge.
2. You may provide a description such as a vehicle registration number to be recorded against each key. This can be amended by contacting Avdata.