

ROUS WATER POLICY 2.14	Rural Consumers		
AREA	Fees and Charges		
OVERVIEW	Establish condition under which rural consumers can be connected to Council's water supply		
AUTHORISED COUNCIL	ROUS	RRCC	FNCW
	19/11/1996	N/A	N/A
FILE	172	843	1294

POLICY

A) Conditions Applicable to Rous Water

1. Approval to connect to the Rous Water's water supply system shall only be given where such a connection conforms with Rous Water's supply standards:
 - a) All connections to be metered.
 - b) The supply point shall be at the meter which will be located at the property boundary and this point will represent the limit of Rous Water's supply responsibility.
 - c) A minimum water pressure of 120 kPa at the meter.
2. Rous Water may require individual consumers to enter into special agreements for supply when standard conditions of water supply are not appropriate.
3. Rous Water may temporarily disrupt supply for the purpose of repair or maintenance, but shall not be held responsible for damages arising from any interruption.
4. Water supply extensions shall be sized and located to make provision for future connections.
5. For any rural extension to potentially serve more than one consumer a minimum main size of 50 mm shall be adopted.
6. For subdivision requiring fire hydrants, the minimum main size shall be 100 mm diameter.

B) Conditions applicable to consumers

1. All applications for a water service connection shall be in writing and shall be made by or incorporate the written consent of the property owner. The application shall be accompanied by the service connection fee.
2. The person nominated for billing purposes (the consumer) must accept that responsibility in writing and shall agree to pay all accounts associated with the supply of water, as they fall due.
3. All new consumers, not being the owner, shall lodge a security deposit with Rous Water to be held in trust. This deposit shall be refunded upon a final reading and disconnection/transfer of the supply, subject to no moneys being then payable to Rous Water.

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4. The consumer shall be responsible to pay the charges, as calculated by Rous Water, for all water registered as passing through its meter, and in the event of a meter not so registering, the averaging provisions of Clause 27 of the Local Government (Water Sewerage and Drainage) Regulations 1993 shall be applied.
5. The commencement date for billing purposes shall be the day after a final reading for a continuing connection or the date of meter installation for a new connection.
6. The consumer shall be responsible to pay the charges as calculated by Rous Water, for all water reading for a continuing connection or the date of meter installation for a new connection.
7. All charges for water supplied shall be paid by the consumer within twenty eight (28) days of the account being issued. Should the consumer refuse or fail to pay an account, their supply will be liable to disconnection.
8. The consumer shall be responsible for the provision and maintenance of all plumbing fittings and appliances beyond the Rous Water's meter.
9. Water meters always remain the property of the Rous Water. However, the consumer will be held responsible for any wilful damage, interference or neglect which causes the meter to malfunction.
10. The consumer shall ensure that Rous Water has unencumbered ready access to its meter and installation at all reasonable times.
11. A property owner remote to the trunk main whom requires a water connection shall request an estimate of cost for supply by Rous Water.
12. Prior to the commencement of new extension works the consumer shall lodge with the Rous Water a deposit equal to the estimated cost of the extension. In the case of a joint application, the estimated cost is to be divided equally between the joint applicants.
13. At the Rous Water's discretion, a plumber or contractor may be engaged to construct rural pipeline extensions. This work will only be commissioned when proved to be of satisfactory standard. Supervision and testing will be at cost to the contractor. A deposit will be called for work to be carried out by a contractor as a security. This deposit will be equal to the estimated cost of the work.
14. Consumers requiring a water main extension < 100 mm shall be required to finance the full actual cost of such extension on the understanding that they shall be entitled to a pro rata refund of these costs should other consumers be connected. No refund shall apply where the figure is less than \$100.
15. Subsequent consumers connected to a water main < 100 mm shall pay a capital contribution equal to the pro rata share of the extension's initial cost, indexed by the CPI.
16. For subdivision developments (100 mm) subsequent extensions/connections will not result in a refund on the basis that the system is not sized merely on hydraulic criteria, but rather to a standard.

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17. Any property requiring more than one water service connection will be required to pay all fees, charges and contributions on a per connection basis.
18. 6 litre/3 litre dual-flush toilets are now compulsory for all new residential buildings in county of NSW, following amendment in June 1994 of the Water, Sewerage and Drainage Regulation of the new *Local Government Act*. Replacement toilet suites in existing buildings will also need to be 6 litre/3 litre dual-flush units. In time these dual flush toilets will save over 5% of residential water use as the toilet now accounts for about 10% of residential use.
19. It should be noted that water service connections of this nature are made direct to the Rous Water bulk supply system and therefore are not of the same standard as an urban residential water connection supplied by reservoirs. Rous Water's operation procedures are designed to deliver bulk water to four Rous Water urban areas. Therefore, variations in pressure and a lack of supply may be experienced at times by consumers connected directly to the trunk mains. In acknowledging that acceptable level of service can not be guaranteed at all times, Rous Water's water charges are significantly less than those levied by the four constituent Rous Waters to urban customers.

PROCEDURES

LEGISLATION

RELATED DOCUMENTS

CONTACT OFFICER

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