
WATER AND SEWERAGE CONNECTIONS AND DISCONNECTIONS

APPROVALS

POLICY NUMBER	CORP-POL-085	DOC.ID	3536127
CATEGORY	Community		
POLICY OWNER	Water and Waste		
APPROVAL DATE	28 May 2024	RESOLUTION NUMBER	8754

OBJECTIVE

This Policy aims to:

- Protect the health and safety of the community by ensuring appropriate water and sewerage connection standards and practices;
- Ensure water and sewerage services support regional growth; and
- Inform customers of Council's commitments and customers' responsibilities for connecting to Council's water and sewerage networks.

SCOPE

This Policy applies to any business or individual who intends to connect to, or disconnect from, Council's water and sewerage infrastructure.

DEFINITIONS

TERM / ACRONYM

MEANING

Australian Drinking Water Guidelines / ADWG	The Australian Drinking Water Guidelines set out the health and aesthetic standards that the drinking water we supply is required to comply to in order to ensure that it is safe to drink.
Council	Isaac Regional Council.
Customer	A customer is any consumer of Council's water and sewerage products and/or services.
Flow Test	A Flow Test is undertaken to ensure sufficient supply and pressure to a proposed connection. The test involves physically flowing water through a flow meter equipped with a pressure gauge to measure the available water flow and pressure.
Fire service	A fire service is a dedicated standpipe water connection for a property for the sole purpose of firefighting.
Network analysis	A Network Analysis is carried out using a hydraulic model to ensure sufficient supply and pressure to a proposed connection. The pressures and flows provided by the analysis are indicative only and are derived by theoretical network analysis for normal summer operating conditions.
Products & Services	Products and services provided by Council include, but are not limited to:

- Provision of water to ADWG:
 - Installation of new service connections.
 - Repairs to service line connections.
 - Water meter testing.
 - Removal of service connections.
 - Replacement of stolen water meters.
 - Relocation of service connection points.
- Provision of reticulated wastewater services including wastewater treatment and by-product disposal.
- Provision of treated effluent (recycled water) and biosolids for reuse purposes.
- Provision of information.
- Water and Wastewater location plans:
 - Water meter readings at request.
 - Physical location of water mains.
 - Physical location of sewer mains.
 - Inspection of sewers before and after construction of structures.
- Inspection of wastewater infrastructure sub-divisional works.

Property owner

The owner or owners of the subject property. The organisation or person/s registered to be the owner of the connected premises. An owner is the registered proprietor of land under the provisions of the Land Title Act 1994; the lessee or licensee of the land under the Land Act 1994; a person who has lawful control of the land; or a person who is entitled to receive rents and profits from the land. Includes the occupier of the land, i.e. a person who is in charge of the land, but not a tenant occupier, e.g. an occupier of residential or commercial premises under a tenancy or similar agreement.

QFES

Queensland Fire and Emergency Services.

Water Supply Service Area

In terms of the *Water Supply (Safety and Reliability) Act 2008*, Part 5, section 161, a Local Government may, by resolution, declare –

2. a) all or part of its local government area to be a service area for a retail water service or sewerage service; and
- b) the service provider for the service area.
3. A local government may, by resolution, amend the declaration by adding an area to, or removing an area from, the service area.

POLICY STATEMENT

Council is committed to ensuring that connections to, or extensions of, the water and sewer networks meet Australian Standards, support population growth, and protect the health and safety of the community.

Council is committed to:

- Connecting a property owner's premise that is within Council's designated water supply service area and/or sewerage infrastructure service area when requested.
- Assessing an application for a water, sewer or fire service connection and responding to the property owner according to the Water and Waste Customer Service Standards.
- Advising property owners applying to connect to Council's water supply and/or sewer infrastructure of the fees and charges upon assessment of the application.
- Publishing standard connection fees information and updating the Schedule of Fees and Charges annually.
- Advising property owners applying to connect to Council's water supply, firefighting and/or sewer infrastructure if a standard connection is not available at the nominated location based on Council's assessment of the application and providing an estimate of the costs required to connect.
- Providing an offer to connect that informs applicants of:
 - The type of connection available.
 - The type of service available to the property once it has been connected.
 - The required fees and charges payable for the type of connection.
 - The construction program associated with the design and construction of the connection, including timeframes.
 - Any approvals the property owner is required to obtain and any preconditions for Council to do the work.
 - Any post-construction requirements.

- After payment has been received from the property owner, constructing/activating or disconnecting the service within Council's established timeframes, as set out in the Water and Waste Customer Standards Policy. Connections which require extension or upgrade of the network may take longer in the construction phase because they are dependent on extension or upgrade works separate to the connection works.
- Not disconnecting a property where it is known, or suspected, by Council, that there is a person or persons living lawfully or unlawfully in the premises.

Property owners requesting to connect to Council's water or sewer network are required to:

- Formally request to be connected or disconnected using Council's relevant application form.
- Nominate the size of the service they would like installed. Council can advise of the most suitable size and in some circumstances will need to nominate a minimum or maximum size to suit the property owner's needs to conform to Council's operational or infrastructure requirements.
- For fire service applications, provide the results of a Flow Test or Network Analysis with their application. The construction of the internal fire system is required to be based on the results of the Flow Test or Network Analysis.
- Pay the relevant connection fee.

Council will not accept applications for connection or disconnection from any party other than the owner of the property or a person authorised by the owner of the property.

Council complies with any requirement or scheme established under the relevant water legislation in Queensland.

All new water supply connections will be metered.

LEGISLATIONS AND RELATED GUIDELINES

- *Water Supply (Safety and Reliability) Act 2008*
- *Planning Act 2016*
- *Building Act 1975*
- *Plumbing and Drainage Act 2018*
- *Sustainable Planning Regulation 2009*
- *Building Code of Australia (E1.3)*
- *Australian Standard AS 2419 Fire Hydrant Installations - System Design, Installation and Commissioning*

REFERENCES

ID	NAME
WW-POL-046	Concealed Leak Remission Policy
WW-POL-084	Water Meter Reading and Billing Policy
WW-POL-108	Water Supply and Wastewater Service Complaints Policy
WW-FRM-272	Application for Water Connection/Disconnection
WW-FRM-329	Application for Sewerage Connection/Disconnection
	Water and Waste Customer Service Standards