

Conditions of connection for properties with Class A water: potable water and sewerage

When applying to connect to South East Water's assets, your application will be approved, subject to the following conditions.

1. GENERAL PROVISIONS

1.1 In these conditions,

we, us and **our** refer to South East Water.

you and **your** refer to the owner of a property connected, or to be connected to our assets.

1.2 Our Customer Charter for residential customers is incorporated with these conditions. If there is any inconsistency between our Customer Charter and these conditions, these conditions prevail.

2. LICENSED PLUMBER

2.1 Any work which these conditions require you to undertake must be done by a licensed plumber, engaged by you and at your cost.

2.2 All plumbing work must comply with AS/NZS3500, the requirements of the Plumbing Industry Commission and, in the case of recycled water, the Plumbing Industry Commission's *Recycled Water Plumbing Guide*.

3. METERS

3.1 You must ensure that any meter installed at your property remains readily accessible to us to read, maintain or replace as required.

3.2 If there is no existing relevant meter at your property, we may require you to install one. If we do, the meter must:

- (a) be installed in accordance with Australian Standard AS/NZS3500, our "Water Servicing Guidelines" and "Metering Guidelines", available at www.southeastwater.com.au; and
- (b) be readily accessible for us to read, maintain or replace it, as required; and
- (c) not be located within a building or other structure.

3.3 If we are unable to obtain ready or safe access to a meter installed at your property at any time in order to read it:

- (a) we may ask you to read the meter and to advise us of the reading, within a time which we nominate; and

Important note:

These conditions are binding on 'successor-in-title' of the owner or occupier, under section 63(4A) of the *Water Industry Act 1994*. This means that if you are not the owner of the property, that you should provide a copy of these conditions to the owner.

Where a connection to South East Water's water supply system is requested by the applicant, such connection will also include Class A recycled water where available.

As some of the conditions relate to plumbing work, it is important that you also provide a copy to your plumber.

If work authorised by South East Water is not completed within 12 months after the date of approval, you will need to make a further application to connect to South East Water's assets.

- (b) you must comply with our request; and
 - (c) if you do not comply, we may estimate your consumption through that meter for the period since the meter was last read.
- 3.4 If at any time we cannot access the meter in order to read it, we may require a remote meter reading device to be installed. If a device is required, you must pay the cost of the device and of installing it.

4. DRIVEWAYS AND PAVING

- 4.1 Section 66 of the *Water Industry Act 1994* prohibits you from building any structure or placing any filling:
- (a) within 1 metre laterally of any of our works on your land; or
 - (b) on any land over which an easement exists:
 - (i) in favour of us; or
 - (ii) for water supply sewerage or drainage purposes, without our consent.
- 4.2 We consent to you constructing a driveway or paving in such a way, provided that:
- (a) if constructing the driveway or paving requires any maintenance shaft or hole for our asset to be altered, we must do the necessary work, at your cost;
 - (b) if the proposed paving or driveway will cover an existing dry tapping, the existing tapping must be relocated by us, at your cost;
 - (c) you must remove any part of the driveway or paving, at your cost, if we ask you to, within such time as we determine;
 - (d) we may remove any part of the driveway or paving, at any time and recover the cost from you; and
 - (e) you must arrange for, and meet the cost of, reinstating any such driveway or paving.

Note: Our Customer Guidelines contain useful information about proposed structures or works adjacent to our assets. You can find them at www.southeastwater.com.au

5. AMENDMENTS

- 5.1 We may amend these conditions by writing to you. We may do so if we consider that any change, or proposed change, to relevant laws or our regulatory obligations, require an amendment to be made.
- 5.2 We may also amend these conditions from time to time if we consider that it is necessary to:
- (a) ensure that you or we are able to continue to comply with any law relating to health, safety or the environment, or our agreement with our supplier of potable water, recycled water or sewage treatment services, as the case requires; or
 - (b) manage or eliminate the risk of a significant effect on:

- (i) the health or safety of anyone; or
- (ii) any part of the environment; or
- (iii) any of our works.

6. TECHNICAL SPECIFICATIONS

6.1 Installation of potable and recycled water supplies

- (a) In relation to both potable and recycled water:

connecting works means the pipes and fittings used or intended to be used for the supply of potable or recycled water, respectively, on your side of the outlet from the relevant water meter.

property service means the pipes, meter and other fittings used or intended to be used for the supply of potable or recycled water, respectively, to your property from our potable or recycled water main, up to and including the outlet from the relevant meter.

- (b) Your licensed plumber can tell you whether your property has an existing dry tapping or wet tapping for either potable or recycled water.

- (c) If your property has an existing **dry tapping**:

- (i) we will arrange to install the property service and connect it to our supply system. You must pay the relevant connection fee approved by the Essential Services Commission;
- (ii) in the case of a potable water supply, we will install a ball valve, dual check backflow prevention device, tap riser, timber stake, bib tap and hose connection vacuum breaker (for a recycled water supply, see paragraph 6.2(a) below);
- (iii) if you have not previously advised us of the date on which you require a connection to be made, you must give us at least 4 working days' notice of the date upon which you want the connection to be made; and
- (iv) you must install the connecting works, at your cost.

- (d) If your property requires a **wet tapping**:

- (i) you must arrange to install both the property service and the connecting works, at your cost, subject to sub-paragraph (ii);
- (ii) we will install the connecting valve between the property service and our supply system. You must pay the relevant fee approved by the Essential Services Commission;
- (iii) you must install the relevant water meter, before we install the connecting valve;
- (iv) any 20 or 25 mm. installation must be fitted with a right-angle ball valve;
- (v) at your request, we will give you details of our approved configurations for the installation of water service assemblies; and

- (vi) If the work referred to in paragraph (d) has not been completed when we seek to install the connecting valve, you will have to make a further booking. You must also pay any re-booking fee approved by the Essential Services Commission;
- (e) If any existing potable or recycled water service to your property is to be disconnected, you must expose the existing property service connection at the potable or recycled water main(as the case requires) at your cost, to allow us to disconnect and plug the existing property service. You must disconnect the relevant meter and return it to us or our contractor.

Please note: You are required to obtain a Road Opening Permit from the relevant Authority, before commencing any excavation work within a road reserve You must also comply with every traffic management requirement contained in that permit.

6.2 Special conditions for installing recycled water supplies

- (a) A purple class A recycled water meter assembly must be installed, which includes a ball valve, dual check water meter, tap riser, timber stake, purple 5/8 inch inlet thread tap and sign reading "Recycled water. Do not drink".
- (b) A purple class A recycled water 5/8 inch inlet thread tap and sign reading "Recycled water Do not Drink" must be installed to service the rear external area of the property.
- (c) We may close and lock the inlet valve to the recycled water meter assembly until we make a supply of recycled water available.
- (d) You must ensure that the installation of the connecting works for recycled water is inspected in accordance with Plumbing Industry Commission standards, and at your cost, at each of the following stages:
 - (i) meter to dwelling;
 - (ii) rough-in;
 - (iii) commissioning.

7. POTABLE WATER CONDITIONS

For as long as we also provide a supply of recycled water to your property, you must not use potable water which we supply for any of the following purposes:

- (a) watering gardens (including vegetable gardens);
- (b) toilet flushing;
- (c) car washing;
- (d) washing down outdoor furniture or the exterior of your house; or
- (e) filling or topping up ornamental water features and ponds that are not used for swimming.

8. RECYCLED WATER CONDITIONS

8.1 Taps and signs

You must ensure that:

- (a) every tap connected to our recycled water supply is a purple 5/8 inch inlet thread tap, of a design approved by South East Water;
- (b) a sign reading "Recycled Water. Do not drink" is attached to every tap, at all times; and
- (c) any pipe, tap or other fitting used or intended to be used to supply recycled water on your side of the recycled water meter is purple and is never painted any other colour.

8.2 **Notify others**

You are responsible for:

- (a) notifying members of your household, tenants of and visitors to, your property that it is supplied with recycled water; and
- (b) explaining to them the purposes for which recycled water may and may not be used; and
- (c) ensuring that all such persons comply with sub-clause 8.3.

8.3 **Use of recycled water**

- (a) You may only use recycled water which we supply for the following purposes:
 - (i) watering gardens (including vegetable gardens);
 - (ii) toilet flushing;
 - (iii) carwashing;
 - (iv) washing down outdoor furniture and the exterior of your house;
 - (v) filling or topping up ornamental water features and ponds that are not used for swimming; and
 - (vi) fire fighting.
- (b) You may only use recycled water which we supply to you in accordance with the current version of the Health and Environment Management Plan for the development in which your property is situated. That Plan may be inspected either on our website or at our offices.
- (c) You must ensure that only the minimum possible volume of recycled water runs off your property to the stormwater system.
- (d) You must not use recycled water, or allow it to be used for any purpose other than a purpose mentioned in paragraph 8.3(a).
- (e) We may, from time to time, at our discretion, temporarily supply potable water instead of recycled water which we would otherwise supply.

8.4 **Stopping your use of recycled water**

- (a) You must stop using recycled water whenever we ask you to under this clause and must not resume using recycled water until we tell you to.
- (b) We will only ask you to stop using recycled water if:

- (i) we need to inspect, do work on or close down our assets for supplying recycled water; or
 - (ii) we consider that, if you continue to use recycled water this may lead you or us not to comply with:
 - the uses permitted under paragraph 8.3(a); or
 - the current version of the Health and Environment Management Plan for the development in which your property is situated; or
 - any guidelines for the use of recycled water from time to time issued by the Environment Protection Authority, the Department of Human Services or other appropriate authority; or
 - any law relating to health, safety or the environment; or
 - our agreement with our supplier of recycled water; or
 - (iii) we consider that, if you continue to use recycled water, there is, or is reasonably likely to be, a risk that would endanger human life or any part of the environment, or compromise the health or safety of any person, or the safety of our works.
- (c) We will do all we reasonably can to allow you to resume using recycled water as soon as possible after asking you to stop under this clause.

8.5 **Suspending or restricting our supply of recycled water**

- (a) In addition to our powers to reduce or restrict supplies of recycled water under the *Water Industry Act 1994*, we may temporarily or permanently suspend our supply of recycled water to your property if:
- (i) we reasonably consider that you have failed to ensure that sub-clause 8.3 has been complied with; or
 - (ii) our supplier of recycled water temporarily or permanently ceases or restricts supplies of recycled water to us; or
 - (iii) recycled water which we receive from our supplier does not meet Class A standard; or
 - (iv) an event beyond our reasonable control prevents us from supplying Class A recycled water to your property.
- (b) We may, from time to time and at our discretion, temporarily substitute a supply of potable water for recycled water which we would otherwise supply.

8.6 **Indemnity**

- (a) You must indemnify us against:
- (i) all damages, losses, penalties, costs and expenses whatsoever, which we suffer or incur; and
 - (ii) all proceedings, prosecutions or demands brought or made against us by anyone,

whether directly or indirectly as a result of you failing to perform any of your obligations under these conditions, except to the extent that your failure has been caused by our negligence.

- (b) You must not bring any proceeding or make any demand against us for any damage, loss, cost or expense of any kind whatsoever which you incur, directly or indirectly, as a result of us:
 - (i) asking you to cease using recycled water under sub-clause 4; or
 - (ii) temporarily or permanently suspending or restricting the supply of recycled water to you under sub-clause 8.5; or
 - (iii) amending these conditions under clause 5.
- (c) You must pay us any costs we reasonably incur in:
 - (i) making good any damage to our assets or works directly or indirectly caused by your failure to comply with these conditions; and
 - (ii) inspecting our assets or works to see if such damage has been caused.

9. SEWERAGE CONDITIONS

- (a) In this condition, **connecting works** means the sanitary drains and fixtures on or serving your property, connected or intended to be connected directly or indirectly to our sewer.
- (b) You must ensure that your licensed plumber prepares an accurate plan of the below-ground connecting works as installed on your property and gives us a copy within 5 days after the connecting works have been completed. The plan must be in a format approved by South East Water.

10. PLANS

- (a) We do not represent that any plan enclosed with this letter, nor any of the information it contains, is accurate, adequate or complete;
- (b) To the extent possible, any condition or warranty which might otherwise be implied by law in relation to a plan is hereby excluded.
- (c) You must indemnify and release us from any liability which might otherwise arise in relation to any such plan.
- (d) You must ensure that your licensed plumber:
 - (i) makes independent enquiries about the location of each asset and boundary and about each relevant dimension shown on a plan; and
 - (ii) proves the location of every asset of the land by hand, before commencing work.

HOW TO ARRANGE YOUR CONNECTION

To schedule any wet tapping connection, dry tapping or plugging please phone 9552 3365. To obtain a time when a wet tapping or plugging will occur, please phone 9552 3225 one day prior to the date you have previously scheduled with us.

If you have any other enquiries, please contact our Property Development Branch on 9552 3770.