



Recycled Water Services – Connections, Relocations & Augmentation Procedures & Requirements

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Responsible Officer(s):	Water Business Unit Coordinator
Council File Reference:	
Applicable Legislation:	Water Industry Act 2012 Water Retail Code – Minor and Intermediate Retailers Local Governments Act 1999
Related Policies:	Complaints Handling Policy Internal Review of Council Decision Policy
Related Procedures:	Internal Review of Council Decision Procedure

1. Purpose

The City of Charles Sturt is currently undertaking the construction of a recycled water network consisting of mains pipelines to convey recycled water sourced from the City's stormwater harvest, treatment and Managed Aquifer Recharge scheme throughout the city for purposes of irrigation and third pipe supply to residences within specified residential areas.

This procedure provides information to Council and customers of the requirements and the process undertaken by Council to assist customers wanting to connect to the City's recycled water service; relocate a currently available service and augmentation of services to extend the current infrastructure to connect potential users.

The preparation of this document complies with Council's obligation as a licenced Water Industry Retailer – Minor under the Water Retail Code Section 4.1.

This document should be read in conjunction with the City's Recycled Water Service Charter and Recycled Water Supply Agreement documents and enquiries should be made regarding any Land Management Agreements that may encumber a land allotment.

2. Procedure Features

This procedure outlines the steps required to facilitate the connection of existing water services, relocation of existing water services and augmentation or extension of the network to connect potential users in accordance with Council's Water Retail Licence requirements under the Water Industry Act 2012.

The procedure is applicable to customers, consumers and members of the public in relation to the provision of recycled water services by the City of Charles Sturt.

3. Requirement Features – Community Plan Connections

- Connection and recycled water meter must be located within the boundary allotment of land identified as 'Community Land', the common services area of the community plan may also be used for these purposes. Alternatively the connection may be placed within the boundary allotment of any of the units as a secondary measure if space constraints within the community allotment are insufficient.
- Recycled water meters are to be located above ground; pit connections with trafficable lids will not be acceptable.
- Recycled water meters should not be located within lockable cabinets or compounds, access to meters should be available for inspection and meter reading purposes.
- When lodging your Development Application plans to Council for building approvals, please ensure you have identified the location of the recycled water connection to be reviewed and approved by Council's Water Business Unit.
- Where it will be necessary to relocate a recycled water connection for a Community Plan group, at least 4 weeks' notice prior to the completion date is required.

4. Requirement Features – Torrens Title Connections

- Connection and recycled water meter must be located within the boundary allotment unless the site frontage is unable to accommodate an above ground meter connection due to trafficable areas being the only accessible site frontage.
- Recycled water meters are to be located above ground; pit connections with trafficable lids will only be accepted in the circumstances noted above.
- Recycled water meters should not be located within lockable cabinets or compounds, access to meters should be available for inspection and meter reading purposes.
- When lodging your Development Application plans to Council for building approvals, please ensure you have identified the location of the recycled water connection to be reviewed and approved by Council's Water Business Unit
- Where it will be necessary to relocate a recycled water connection, at least 4 weeks' notice prior to the completion date is required.

5. Procedures

5.1 Connection of Existing Recycled Water Services

A customer may request Council connect their land allotment to an existing recycled water service where an existing recycled water service connection is available.

Customers should contact the Water Business Unit to determine and/or confirm a current service connection exists and if the land allotment is subject to a Land Management Agreement. Once the Business Unit is able to confirm an existing recycled water service connection the following process should be followed:-

- Customer to complete form 'Application – Recycled Water Connection' which is available from the Customer Service Counter at the Civic office or online at www.charlessturt.sa.gov.au/recycledwater
- Customer to lodge completed form 'Application – Recycled Water Connection' with Council. This can be done using the following methods:
 - In person at our Civic Centre – 72 Woodville Road, Woodville SA 5011
 - By email at council@charlessturt.sa.gov.au
 - By mail addressed to PO Box 1, Woodville SA 5011
 - By fax at 08 8408 1122
- Council will review the lodged application and, where the customer has satisfied all requirements as specified in the application form, physical connection of the property will be completed within 5 business days. No connections will be performed on a weekend or public holiday.
- Council will advise the customer in writing of their application approval and any applicable charges that relate to connection of the service.
- Council will issue an invoice to the customer within 10 business days of the physical connection occurring. All fees and charges that relate to connections can be found in the 'Fees & Charges Register'.
- The customer will be provided 30 days in which to make full payment of the issued invoice for the connection fee and any other charges relating to the connection. The invoice will provide meter reading and billing information for the customer's new connection.
- Data relating to the connection will be entered into the appropriate corporate application systems by the Water Business Unit Coordinator.

5.2 Relocation of Existing Recycled Water Service

A customer may request Council to relocate an existing recycled water service where a current recycled water service is obstructing a planned building footprint.

Customers should contact the Water Business Unit to determine the current location of the service and the new location the customer wishes the service to be located. When the business unit has provided the appropriate information to the customer and is able to confirm relocation is possible, the following procedures will be followed:-

- Customer to complete form 'Application - Recycled Water Service Relocation/Augmentation/Extinguishment' which is available over the counter at our civic office or online at www.charlessturt.sa.gov.au/recycledwater.
- Customer to lodge form, as proposed sketch of the service relocation noting the current location and proposed location. The application can be lodged using the following methods:
 - In person at our Civic Centre – 72 Woodville Road, Woodville SA 5011
 - By email at council@charlessturt.sa.gov.au
 - By mail addressed to PO Box 1, Woodville SA 5011
 - By fax at 8408 1122
- Council will review the application and if the application has been fully completed with all necessary drawings provided, will source the appropriate number of quotations for the assessed works in accordance with Councils Procurement Policy.
- Council will provide the cost estimate to the customer in writing (including email), the timeframe for works to be completed and any specific requirements the customer must meet prior to works commencing.
- The customer will respond to Council in writing of their acceptance of the conditions, costs and time frames for commencement of work.
- Council will oversee the relocation works and source a plumbing compliance certificate. Upon completion of the works, Council will issue the customer an invoice for the quoted works and any ancillary charges resulting from the service relocation that the customer is responsible for.
- Council will update all held data to reflect the relocation of the service including 'Dial before you Dig' and Intramaps recycled water infrastructure layer.

5.3 Augmentation/Extension of Recycled Water Infrastructure

Customers may request Council to augment or extend the recycled water infrastructure to enable a connection to the mains infrastructure that is not currently available.

Customers should contact the Water Business Unit to discuss their recycled water requirements and their proposal for augmentation/extension of the recycled water infrastructure. The Water Business Unit will provide any relevant information to the customer that relates to their request for system augmentation/extension.

When a customer is satisfied their recycled water needs would be met by a connection to the cities recycled water infrastructure the following procedure is to be followed:

- Customer to complete form 'Application – Recycled Water Service Relocation/Augmentation/Extinguishment' which is available over the counter at the Civic offices or online at www.charlessturt.sa.gov.au/recycledwater.
- Customer to lodge completed form, an as proposed sketch of system augmentation/extension noting required locations of new connection. The application can be lodged using the following methods:
 - In person at our Civic Centre – 72 Woodville Road, Woodville SA 5011
 - By email at council@charlessturt.sa.gov.au
 - By mail addressed to PO Box 1, Woodville SA 5011
 - By fax at 8408 1122
- Council will review the application, if the application has been fully completed with all necessary drawings provided, will source the appropriate number of quotations for the assessed works in accordance with Councils Procurement Policy.
- Council will provide the cost estimate to the customer in writing (including email), the timeframe for works to be completed and any specific requirements the customer must meet prior to works commencing.
- The customer will respond to Council, in writing, with their acceptance of costs, time frames and any conditions that Council deem appropriate to ensure security, safety and legislative compliance for the recycled water system and affected site works area.
- Council will oversee the augmentation/extension works and source the appropriate compliance certificates for works undertaken. Upon completion of the works, Council will issue the customer an invoice for the quoted works and any ancillary charges resulting from the system augmentation/extension that the customer is responsible for.
- Council will update all held data to reflect the system augmentation/extension including 'Dial before you Dig' and Intramaps recycled water infrastructure layer.

5.4 Extinguishment of Recycled Water Services

A customer may request Council extinguish a recycled water service where the current service is unable to be relocated for the customer's purposes i.e. building line is encroaching the service possibly causing damage to the mains pipeline or the service is no longer required.

Customers should contact the Water Business Unit to discuss their requirements for extinguishment of services. The Water Business Unit will identify the service for extinguishment and determine the most appropriate course of action i.e. extinguishment or relocation.

Where an extinguishment has been found most appropriate by the Water Business Unit the customer will be required to complete form 'Application – Recycled Water Service Relocation/Augmentation/Extinguishment' which is available from the Civic office or online at www.charlessturt.sa.gov.au/recycledwater. The following process is to be followed to extinguish a recycled water service:

- Customer to lodge completed form with Council using any of the following methods:
 - In person at our Civic Centre – 72 Woodville Road, Woodville SA 5011
 - By email at council@charlessturt.sa.gov.au
 - By mail addressed to PO Box 1, Woodville SA 5011
 - By fax at 8408 1122
- Council will review the application, if the application has been fully completed with all necessary drawings etc. will source the appropriate number of quotations for works in accordance with Councils Procurement Policy.

- Council will provide the cost estimate to the customer in writing (including email), the timeframe for works to be completed and any specific requirements the customer must meet prior to works commencing.
- The customer will respond to Council in writing of their acceptance of the conditions, costs and timeframes for commencement of work.
- Council will oversee the extinguishment of the recycled water service and source a plumbing compliance certificate. Upon completion of the extinguishment works Council will issue an invoice to the customer for the quoted works and any ancillary charges resulting from the service extinguishment that the customer is responsible for.
- Council will update all held data to reflect the relocation of the service including 'Dial before you Dig' and Intramaps recycled water layer.

6. Definitions

Key Term – Acronym	Definition
ESCOSA	Essential Services Commission of South Australia.
Enquiry	A written or verbal request for information, advise, assistance, clarification, explanation or referral.
Land Management Agreement	An agreement noted on the Land Title that mandates connection to Councils recycled water network.
TRIM	Corporate document management, tracking and referral system.
Verbal	Means either face to face or over the phone communications.
Written Advise	Means any form of written communication including email, but does not include SMS text messages.