



Our Vision

Nambucca Valley ~ Living at its best

Our Mission Statement

‘The Nambucca Valley will value and protect its natural environment, maintain its assets and infrastructure and develop opportunities for its people.’

1.0 Policy objective

Refer Part A – Section 1.1

2.0 Related legislation and documents

Refer Part A – Section 1.2
Council Policy CS 10 – Home Dialysis Patient Allowances
Council Policy CS 16 – Undetected Water Leak

3.0 Definitions

Refer Appendix A - Definitions

4.0 Policy statement

Refer Part A: Section 1.1 Clause 1.1.1

5.0 History

Over the years Council has had many policies related to water supply matters. The NSW Office of Water encourages councils to comply with Guidelines for Best Practice Management of Water Supply & Sewerage. This has brought about many changes in the way Council operates the water supply system and charges consumers for the supply of water and infrastructure provided. This Water Supply Policy is a standalone document that provides consumers with all the information relating to water supply matters and its adoption will mean that the following specific policies will become redundant.

- Water Account Charges - Faulty meters (*Our Ref: 25351/2007*)
- Rural Connection to Water Supply (*Our Ref: 25358/2007*)
- Reimbursement of Water Saving Devices (*Our Ref: 25360/2007*)
- Undetected Water Leakage (*Our Ref: 20464/2013*)
- Water Accounts - Dialysis Patients “Free Water” Allowance (*Our Ref: 25350/2007*)
- Water Policy - Water Service Connections (*Our Ref: 25359/2007*)

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Part A - Preliminary Information

- 1.1 About this Document**
- 1.2 The Legislative Framework**
- 1.3 Delineation of Responsibilities**

1.1 About this Document

1.1.1 Purpose

Nambucca Valley Council's adopted mission is:

"The Nambucca Valley will value and protect its natural environment, maintain its assets and infrastructure and develop opportunities for its people"

Council has adopted various local policies, in accordance with the *Local Government Act 1993* and *Water Management Act 2000* that are relevant to the supply of drinking water and reclaimed water.

The purpose of this consolidated document is to bring together all Council policies relating to water supply into a single document and to allow Council's customers and ratepayers to be reasonably aware of the existence of relevant regulations and local policies.

1.1.2 Title

This consolidated document is *Nambucca Valley Council Water Supply Policy* ("The Water Supply Policy").

1.1.3 Outline

The Water Supply Policy generally covers those activities relating to the water supply system that can be done, those that cannot be done and those that require Council's approval.

The Water Supply Policy is supported by Council's detailed Procedures. These are listed in Council's Procedure Document Register

1.1.4 Statutory Context

The Water Supply Policy is a local policy made under the *Local Government Act 1993 (Chapter 7, Part 3)*.

The Water Supply Policy is a publicly available policy document under the *Freedom of Information Act 1989*.

1.1.5 Consistency

All Council's policies are required to comply with the requirements of relevant Acts and Regulations and also to be consistent with the principles of ecologically sustainable development.

Where a local policy is inconsistent with the *Local Government Act 1993* or the Regulations, then to the extent to which it is inconsistent, it is void.

In addition, a local policy cannot be more onerous than the *Local Government Act 1993* or the Regulations.

1.1.6 Review of this document

This policy document will be reviewed annually as required as part of the Corporate Plan to ensure that it is up-to-date with current legislation and community expectations.

1.2 The Legislative Framework

Council provides water services appropriate to the current and future needs of local communities in accordance with the relevant Acts, Regulations and standards. Some of the relevant Acts, Regulations and standards are outlined below.

1.2.1 Local Government Act 1993

The *Local Government Act 1993* outlines Council's power to do a range of functions, including those relating to water supply. This includes Council's power to:

- construct water supply works (Chapter 6, Part 3, Division 2),
- specifies when certain approvals are required (Chapter 7, Part 1, Division 1)
- order a person to connect to the water supply system if the premises are within 225 metres of a water pipe of the Council (Chapter 7, Part 2)
- authorise an employee to enter any premises to carry out water supply work (Chapter 8, Part 2)
- transfer a return on capital invested payment (dividend) from the Water Fund to the General Fund subject to compliance with Government guidelines (Chapter 13, Part 3)
- charge for water services, in particular by the quantity of water supplied and an annual service charge (Chapter 15)
- levy water charges for vacant land within 225 metres of a water pipe of the Council (Chapter 15, Part 5, Division 2)
- exempt certain types of land from water supply charges (some types of land must be exempt, for example land owned by the Crown, not being land held under a lease for private purposes) (Chapter 15, Part 6)
- charge a fee for service (Chapter 15, Part 10, Division 2)
- prosecute for work not carried out by licensed tradespeople, interference or damage to any water supply property (including the meter) or negligently wastes or misuses water from a public water supply (Chapter 16, Part 3)

1.2.2 Local Government (General) Regulation 2005

The *Local Government (General) Regulation 2005*, made under the *Local Government Act 1993*, further outlines and defines Council's powers regarding the provision of water services. This includes

- installation of water meters on all connections (Part 2, Division 3)
- approvals relating to water supply work (Part 2, Division 3)
- adoption of the *Building Code of Australia (Part 2)*
- the power relating to orders (Part 3, Division 1)
- information to be shown on the bill (Part 5)
 - water restrictions, fire hydrants and inspections (Part 6)
- work to be carried out in accordance with the *Plumbing and Drainage Act (2011)* and *Plumbing Code of Australia*

1.2.3 Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2005

This Regulation outlines standards of design for Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings. Provisions relating to water supply include:

- a manufactured home estate must be connected to a mains water supply (Part 2, Division 3, Subdivision 4) and the water supply works must be installed in accordance with the Plumbing and Drainage Act (2011)
- no part of a dwelling site or community building within a manufactured home estate may be situated more than 90 metres from a fire hydrant (Part 2, Division 3, Subdivision 5)
- a caravan park or camping ground must be connected to a mains water supply and the works must be installed in accordance with the Plumbing and Drainage Act (2011)
- no part of a dwelling site, camp site or community building within a caravan park or camping ground may be situated more than 90 metres from a fire hydrant (Part 3, Division 3, Subdivision 8)

1.2.4 Water Management Act 2000

The *Water Management Act 2000* is to provide for the sustainable and integrated management of the water sources of the State and regulates the extraction of water from the natural environment. The Act also contains provisions relevant to Council relating to developer contributions for water supply works (Chapter 6, Part 2, Division 5).

1.2.5 Water Act 1912

The *Water Act 1912* is to be repealed on the whole commencement of Schedule 7 of the *Water Management Act 2000*. The *Water Act 1912* currently has provisions relating to licences for water supply, including bores.

1.2.6 Public Health Act 2010

The *Public Health Act 2010* contain provisions relating to the safety of drinking water and the functions of the Chief Health Officer if there are any possible risks to health involved in the consumption of drinking water.

1.2.7 Fluoridation of Public Water Supplies Act 1957

The *Fluoridation of Public Water Supplies Act 1957* provides for the Secretary of the Department of Health to approve or direct a water supply authority to add fluorine to any public water supply.

1.2.8 Residential (Land Lease) Communities Act 2013

The *Residential (Land Lease) Communities Act 2013* sets out the respective rights and obligations of park owners and residents, including the payment of water availability and water consumption charges.

1.2.9 Australian Drinking Water Guidelines 2011

The *Australian Drinking Water Guidelines 2011* have been developed by the National Health and Medical Research Council in collaboration with the Natural Resource Management Ministerial Council and provides the Australian community and the water supply industry with guidance on what constitutes good quality drinking water.

Council is committed to providing water in accordance with the *Australian Drinking Water Guidelines*.

1.2.10 Australian Standard AS/NZS 3500:2018: Plumbing and drainage

Australian Standard AS/NZS 3500:2003 provides plumbing and drainage solutions that will satisfy the performance requirements outlined in the Plumbing Code of Australia.

However, the responsibility for regulation for on site plumbing remains with the states and territories. NSW has adopted the *Plumbing and Drainage Act (2011)* and *Plumbing Code of Australia*, which is based on AS/NZS 3500.

1.2.11 Australian Standard AUS- SPEC DM-2004: Design Manual

The *AusSpec Design Manual* provides guidance, procedures and quality checklists for the design of civil infrastructure works. Of particular relevance is Section D11 regarding water supply reticulation design. Council's Water Supply Reticulation Construction Specifications outlines the requirements for the construction of water supply infrastructure.

1.2.12 Australian Guidelines for Water Recycling: Managing Health and Environmental Risks 2006

These national guidelines, released in November 2006, outline a best practice framework for the supply, use and regulation of reclaimed water schemes.

The guidelines cover the monitoring and management of health and environmental risk, as well as communication and community consultation issues.

1.2.13 Plumbing Code of Australia

The *Plumbing Code of Australia* outlines the requirements for, among other things, work on drinking water supplies and reclaimed water systems.

Provisions covered in the code include: fire service installation, backflow prevention devices, meters, multiple occupancy, rainwater harvesting installations, materials to be used and the sizing of water services.

Under the *Local Government Act 1993*, the prior approval of Council is required for any plumbing work involving water supply or reclaimed water systems and the work must be carried out in accordance with the *Plumbing Code of Australia*. Environmental planning instruments (State environmental planning policies (SEPP), regional environmental plans (REP) and local environmental plans (LEP)) are legal documents that regulate land use and development. Generally a SEPP prevails over a REP and the REP prevails over a LEP, if there is an inconsistency.

1.2.14 NSW Office of Water Guidelines for Best- Practice Management of Water Supply & Sewerage 2007

The Guidelines for Best-Practice Management of Water Supply and Sewerage 2007 encourage continuing improvement in performance and identify 11 criteria for best-practice management of water supply and sewerage. The criteria include guidelines for the structure of the water tariff, strategic business planning and drought management.

1.2.15 NSW Guidelines for Urban and Residential Use of Reclaimed Water 1993

These guidelines set out the requirements for reclaimed water use in NSW, including water quality and permissible uses.

1.2.16 State Environmental Planning Policies

The Minister for Planning makes SEPPs to deal with issues significant to the state and people of NSW. Many may be relevant to the provision of water services. For example, Division 24 (Clauses 124 & 127) of Part 3 of SEPP (Infrastructure) 2007 contains State- wide planning controls relating to water supply systems.

1.2.17 Environmental Planning and Assessment Regulation 2000

The EPA Regulation contains provisions requiring the submission of, and compliance with, a BASIX certificate, which is designed to achieve more sustainable development, including reduced consumption of mains supplied potable water.

1.2.18 Nambucca Valley Local Environmental Plan 2010

The Nambucca Valley Local Environmental Plan 2010 has been prepared to guide planning decisions in the local government area.

One of the objectives of the LEP is to ensure that development occurs in a coordinated and efficient manner and that costs are borne equitably (clause 13).

LEPs are prepared by councils to guide planning decisions, through zoning and development controls. Development control plans (DCPs), prepared in accordance with the *Environmental Planning and Assessment Act*, are also used to help achieve the objectives of the local plan by providing specific, comprehensive requirements for certain types of development or locations eg for urban design, and heritage precincts and properties

In accordance with the LEP, Council cannot grant consent for a development unless satisfactory arrangements are made for the provision of water supply, if the proposed uses of the land will, in the opinion of Council, generate a need for water supply.

1.2.19 Nambucca Valley Council Management Plan

Every year, Council prepares a draft Management Plan outlining Council's activities for at least the next 3 years, and the revenue policy for the next year. This includes fees and charges for all of Council's activities, including water supply and reclaimed water. The draft Management Plan is exhibited and comments are invited from the public prior to it being adopted by Council.

1.2.20 Nambucca Valley Council Development Control Plan 2010

The Nambucca Valley Council Development Control Plan (DCP) 2010 makes more detailed provisions to achieve the purposes of the LEP and specifies criteria that the Council takes into consideration.

The DCP makes provisions for energy and water efficient residential buildings, for residential buildings where State Environmental Planning Policy (Building Sustainability Index: BASIX) 2004 does not apply.

1.2.21 Nambucca Valley Council Development Servicing Plan for Water Supply - 2011

Council has prepared a Development Servicing Plan, in accordance with State Government guidelines, which details the water supply developer charges to be levied on development areas utilising a Council's water supply infrastructure.

The developer charges cover the cost of providing the water supply capacity either within Council's existing water supply system or through future capital works.

Section 64 of the Local Government Act 1993 enables local government to levy developer charges for water supply infrastructure. This power is derived from a cross-reference in that Act to section 306 of the *Water Management Act 2000*.

1.3 Delineation of Responsibilities

1.3.1 Council's Water Supply System

Nambucca Valley Council water supply is drawn from 10 bores located adjacent to the Nambucca River upstream of Bowraville.

The water supply headworks is located close to the borefield and it is here that the bore water is collected treated and pumped to twin high level reservoirs located on Balance Tank Road. The water treatment involves the addition of lime to reduce water hardness, dosing with sodium hypochlorite for disinfection purposes, fluoride dosing in accordance with NSW Health requirements and pH correction using carbon dioxide gas.

From the Balance Tank Road reservoirs the water is able to be gravity fed via trunk water supply mains to the service reservoirs located in each main urban area supplied with town water. These are Bowraville, Macksville, Nambucca Heads, Hyland Park, Valla Beach and Scotts Head. The water from the town reservoirs travels through reticulation mains located in the street verge to the consumers property.

Council has recently completed the construction of an off river storage to provide security of supply for the Valleys water supply. During periods when flow in the river is not low Council pumps water from the borefield to the off river storage where it is stored for use in drought conditions or when river flows are low.

Once this storage is in operation Council will not pump water from the bores when the flow in the river drops below pre-determined minimum environmental flows. These environmental flows are required to protect the river's ecosystem, including fish, and aquatic plants. A river flow gauging station is located directly downstream of the borefield to continuously monitor river flows and this will be used to assist in the control pumping operations this will be

Council is responsible for the operation and maintenance the off river storage and all the pumps, reservoirs and equipment required to deliver water to its customers. Council also manages and maintains the water pipe network up to and including the water meter at the consumers property.

1.3.2 Customer's Water Supply System

The property owner is responsible for maintaining all of the pipes and fittings, including backflow prevention devices, between Council's water meter and the buildings and taps on your property. This is referred to as the internal property water system.

Council retains ownership of the water meter however the property owner is also responsible for any damage to the water meter or damage caused by a failure in internal property water system.

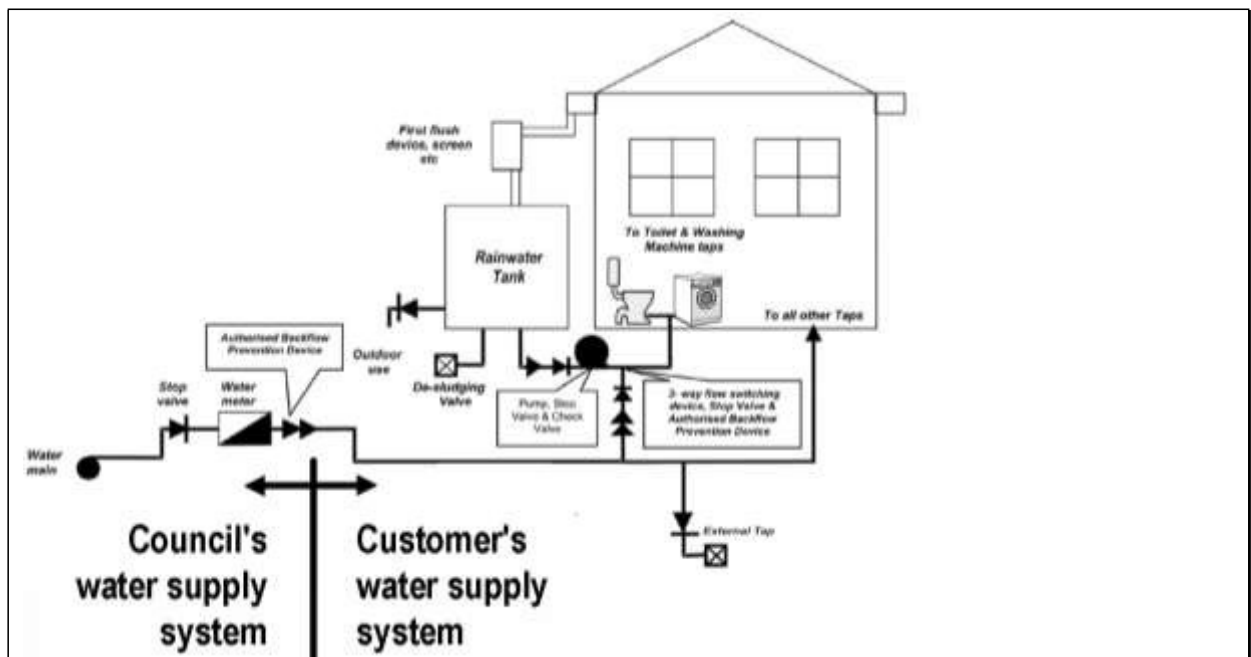


Figure 1: Diagram showing ownership and responsibility
(adapted from the *Plumbing Code of Australia*)

Part B - What services are provided

- 2.1 Water supply services**
- 2.2 Factors affecting water supply service**
- 2.3 Water supply levels of service**

2.1 Water supply services

2.1.1 Supply of Drinking Water

Nambucca Valley Council will supply a customer with drinking water to meet a customer's reasonable needs except:

- in the case of planned or unplanned interruptions;
- in the case of drought or major operational difficulty;
- where Council is entitled to restrict or discontinue supply; or
- in the case of events beyond Council's reasonable control.

2.1.2 All Water Through an Independent House Service Pipe

Where your property has a direct street frontage to Council's water supply system, you must ensure the connection from Council's water supply system to your water supply system is by an independent house service pipe (refer Local Government (General) Regulation 2005 clause 152).

2.1.3 All Water Connections to be Metered

All water services within the Nambucca Valley Local Government area are to be individually supplied and metered in an approved manner in accordance with the Plumbing Code of Australia and AS 3500.

The installed water meter always remains the property of Council. It is an offence under the Local Government Act 1993 to remove or tamper or interfere with the installed meter. Any person found removing or tampering or interfering with the meter may be subject to legal action.

As the property owner, you must ensure that your water meter is not used to measure the quantity of water supplied by the Council to other premises (refer Local Government (General) Regulation 2005 clause 156).

Mains that service dedicated fire hydrant or sprinkler systems shall be installed with a metered bypass around a dual check valve in accordance with the Plumbing Code of Australia and AS 3500.

Council will work with property owners whose fire services do not comply with the standard, with the view to installing a standard meter layout at the owner's cost.

2.1.4 Cutting off or Restricting Water Supply

Council may cut off or restrict the supply of water to premises (refer Local Government (General) Regulation 2005 clause 144):

- if any water supply charges in respect of the premises are unpaid, or
- if the water supply customer fails to comply with a lawful order or requirement of Council to repair or alter water connections, pipes, fittings or fixtures connected to Council's water supply system, or to remove, replace, alter, extend, repair or stop using a water pipe, fitting or fixture.
- if any water meter used to measure that supply has been tampered with so that it incorrectly registers the supply of water.

2.1.5 Drinking Water Quality

The drinking water that Nambucca Valley Council supplies will comply with the health, taste and odour related guidelines provided in the Australian Drinking Water *Guidelines*, developed by the National Health and Medical Research Council in collaboration with the Natural Resource Management Ministerial Council.

2.1.6 Drinking Water Pressure

Council will use its best endeavours to ensure that the drinking water supplied to your property is at a minimum pressure of 120 kilopascals (12 metres head of water) at the point of connection to Council's water supply main, under normal operating conditions.

A number of designated low water pressure areas have been identified in various locations due to the ground elevation of the affected properties. In these locations property owners that want an increased pressure are required to install and maintain approved private booster pump arrangements at their own cost.

Pressure pump arrangements shall not be connected directly to the water supply system. A break tank shall be provided and located on private property with an "over the top" feed and suitable air gap.

2.1.7 Life Support/ Dialysis

If you require a water supply to operate a life support machine you should notify Council.

Council will include you on our list of critical customers and ensure all practical steps are taken to provide you with an uninterrupted water service.

You will receive advance notification of any planned interruption to the water supply service.

In addition, Council will make best endeavours to contact you as soon as possible in the event of any unplanned interruption and make alternative arrangements for your supply.

For customers on a dialysis machine, Council has also agreed to a reduction in the usage component of your water bill (refer to Part C of this document).

2.1.8 Fire Hydrants and other fittings

Council installs and maintains hydrants in its water mains at convenient distances and places for the ready supply of water to extinguish fires and for operational purposes. Hydrants are installed in accordance with the Australian Standard 2419.

The only people approved to access or operate fire hydrants are members of the NSW and Rural Fire Brigades and Council's water supply staff. Council's water supply staff are the only persons approved to access or operate all other water supply fittings, including stop valves.

2.1.9 Reliance on Water Supply

If you are heavily dependent on a continuous supply of water (say, for manufacturing or operational processes), it may be in your interests to consider contingency arrangements independent of the town water supply in the event of an interruption to the water supply. Any such arrangements would be at your cost and may need Council approval.

2.2 Factors affecting water supply service and infrastructure

2.2.1 Repairs and Maintenance

If Nambucca Valley Council undertakes any work on or adjacent to your property, Council will leave the affected area and immediate surrounds as near as possible to the state which existed prior to the works being undertaken, unless Council has agreed to a different arrangement with you.

2.2.2 Unplanned Interruptions

If there is an unplanned interruption to your water supply service, Council will attempt to minimise the inconvenience to you by:

- restoring the service as quickly as possible;
- providing as much information as practicable with available resources, such as how long the interruption is likely to last, based on the best information available at the time;
- flushing the water supply system to reduce the impacts of possible dirty water caused by such events.

2.2.3 Planned Interruptions

Council may need to arrange planned interruptions to your water supply services to allow for planned or regular maintenance of the water supply system.

Council will use its best endeavours to inform you of the expected time and duration of any planned interruption, prior to the work being undertaken, in accordance with Council's target levels of service (refer to Section 2.3 in this Part of the document).

2.2.4 Mandatory Water Conservation Measures

In accordance with Council's adopted water conservation and demand management strategy and due to the limited capacity from time to time of the water supply scheme to meet water supply needs of users on an "unrestricted basis" and to also recognise the ongoing need to reduce water wastage, Nambucca Valley Council has instituted "Mandatory Water Conservation Measures" (refer to Part D of this document).

2.2.5 Restrictions during Drought or Emergency Situations

Council may interrupt, limit or place restrictions on the supply of water including

- the purposes for which the water can be used, or
- the times when the water can be used, or
- the methods by which the water can be used, or
- the quantities of the water that can be used.

These restrictions may be applied if there is a drought, or if the available stored water, or the available capacity of supply, is so limited as to make extraordinary measures necessary in the general interest of water consumers.

If restrictions are to be applied, Council will publish a notice in a newspaper circulating within Council's area.

2.2.6 Restrictions during Major Operational Difficulties

Council may need to shut down a water supply source in the event that a major operational difficulty occurs. If customer demands for water are high at the time of such an event, Council may interrupt, limit or place restrictions on the supply or use of the water supply to you until such time as the operational difficulty is over.

2.2.7 Pipelines and Easements

The location and protection of water supply infrastructure remains the responsibility of the person and/or organisation undertaking any excavation or associated works. The “PPP” approach of “Plan, Pot-Hole and Protect” must be applied at all times when works are undertaken in the zone of influence associated with any water supply infrastructure.

Upon request Council will provide plan details and/or onsite locations to assist with the location of water supply infrastructure including buried pipelines and associated fittings.

However any damage and/or subsequent failure of these assets due to excavation or other site works will be rectified by Council and the cost of such rectification works will be charged to those identified responsible for such damage and/or failure.

Special conditions including building, structures and excavation exclusion zones apply to all water supply pipelines and/or easements in favour of Council on public and private land.

2.2.8 Catchment Areas, Pumping Stations and Reservoirs

The Council owned land including the catchment areas surrounding the water supply off-river storage dams is a special protection zone, which assists in ensuring the quality of drinking water supplied to consumers. As such public access to this land will be restricted and strictly controlled at all times.

Similarly public access to other water supply sites and infrastructure including; river intakes, pumping stations, water treatment plants and reservoirs will be restricted and strictly controlled at all times.

In general it will not be permissible to install other equipment and/or infrastructure inside, attached or upon water supply infrastructure.

2.3 Water supply levels of service

2.3.1 Council's targeted levels of service

The target levels of service for the Nambucca Valley Council water supply system are summarised in the table below. These levels of service are set out in Council's Strategic Business Plan for Water Supply and are targets that Council aims to achieve. They are not intended to form a formal customer contract.

Description	Unit	Level of Service
Availability of Supply		
<u>Normal Quantity Available</u>		
Domestic annual	kL/tenement/year	200
<u>Fire Fighting</u>		
Compliance with Building Codes and Fire Brigade requirements	% of service area	100%
<u>Pressure</u>		
Minimum pressure	Metres head	12
<i>(Measured at a flow rate of 0.15 L/s per tenement at Council's watermain adjacent to property boundary.)</i>		
Maximum static pressure	Metres head	60
Restrictions	No longer than 5% of the time, not more often than once in 10 years, at least 80% of normal quantity is available (Water Supply Secure Yield design parameters).	
Refer to Part G of this Document		
Interruptions		
<u>Planned Interruption</u>		
Notice to domestic customers	Days	2
Notice to commercial customers	Days	2
Notice to industrial customers	Days	2
Notice to special customers	Days	7
<i>(Special customers include schools, nursing homes and home dialysis patients and are given a personal notice.)</i>		
Maximum duration	Hours	6
Maximum frequency	Customers/year	1
<u>Unplanned Interruption</u>		
Maximum duration during working hours	Hours	4
Maximum frequency	Number/year	2

Description	Unit	Level of Service
Response Times		
<u>Supply Interruptions</u>		
Working hours	Hours	2
After hours	Hours	2
<u>Minor problems/general inquiries</u>		
Oral	Work days	5
Written	Work days	10
<u>Time to provide new connection in serviced area</u> for 80% of requests	Working days	5
Water Quality		
Microbiological	% of samples	100%

Part C - Water Tariff and Billing

- 3.1 The Water Tariff**
- 3.2 Concessions, Rebates and Variations**
- 3.3 Billing**

3.1 The Water Supply Tariff

3.1.1 Tariff Structure

Council's adopted water supply tariff structure has the following attributes:

- That all properties that have a frontage to a water main and to which a water service can be provided with be levied the water supply "Access Charge", with the exception of land that is zoned 1(a3).
- The tariff applies to all customers irrespective of their end use of the water (that is, the same tariff applies to residential, commercial or industrial uses) or where the customers live (for example, rural areas pay the same as urban areas).
- The tariff has two parts, an annual "Access Charge" and consumption "Usage Charge".
- Normally the Access Charge is dependent on the customer's meter size, being reflective of the customer's demands on the system. The Access Charge is proportional to the square of the size of the customer's water meter.
- The Usage Charge is applied to the amount of water measured through the water meter.
- Where customers do not have an individual meter (eg older Strata Units) they will be charged as if they had an individual 20mm meter.

Council has worked to achieve the criteria for best-practice management. This include that at least 75% of the total residential revenue should be recovered from residential water "Usage Charges".

3.1.2 Water Supply Charges

The water supply charges that apply are determined each year through the Management Plan process in accordance with the Local Government Act 1993.

3.1.3 Fire Service Charges

All water supplied for fire services is to be metered and measured.

The Access Charge for a dedicated fire service will be charged at the same rate as 20mm metered service.

3.1.4 Water Consumption

The annual water consumption for a property is taken to be the meter readings taken during that year and not necessarily to the water consumed during that year. This allows for variations in the meter reading cycle.

3.2 Concessions, Rebates and Variations

3.2.1 Pensioner Rebate

In accordance with the Local Government Act 1993, Council provides eligible pensioners with a reduction up to \$87.50 for water supply charges.

The statutory pensioner rebate scheme is funded by the State Government (50%), the Federal Government (5%) and Council (45%).

An “eligible pensioner” is prescribed in the Local Government Act 1993 and the Local Government (General) Regulations 2005 as a person who is the owner and occupier of the dwelling as their principal place of living, and:

- who receive a pension, benefit or allowance under the Commonwealth Social Security Act 1991, or a service pension under the Commonwealth Veterans’ Entitlements Act 1986, and who are entitled to a pensioner concession card issued by the Commonwealth, or
- who receive a pension from the Department of Veterans’ Affairs as:
 - the widow or widower of a member of the Australian Defence or Peacekeeping Forces, or
 - the unmarried mother of a deceased unmarried member of either of those Forces, or
 - the widowed mother of a deceased unmarried member of either of those Forces,

and do not have income and assets that would prevent them from being granted a pensioner concession card (assuming they were eligible for such a card), or

- who receive a general rate of pension adjusted for extreme disablement under section 22 (4) of the Veterans’ Entitlements Act 1986 of the Commonwealth, or a special rate of pension under section 24 of that Act.

3.2.2 Granny Flats

Council shall treat a single residential property that includes a “granny flat” as a single residential property for charging the water Access Charge.

A “granny flat” is defined as a habitable occupancy within a rateable assessment that is occupied by a dependant relative and where no financial remuneration is paid by that person/s to occupy the occupancy.

Council requires that ratepayers apply annually for classification as a granny flat for water tariff purposes.

Where a single residential property includes a flat that does not meet the criteria above and is assessed to be a dual occupancy, two Access Charges will be applied.

3.2.3 Dialysis Customers

For customers on a dialysis machine Council will provide up to 100 kL of water per year at no charge.

3.2.4 Interim Access Charge Rebate – Staged Development

- On properties subject to staged development and where the water service has been sized to serve ultimate requirements, the water Access Charge may be reduced each year to the equivalent of the rate for the size of the service required for that stage of the development that has Council approval.

An application for such reduction will need to be made each year and include details of current approvals and an assessment of the size required in accordance with the *Plumbing Code of Australia* and AS 3500.

3.2.5 Variations for Unforeseen Leaks – Residential Properties

The property owner is responsible for maintaining all of the pipes and fittings between Council's water meter and the buildings and taps on your property (refer to Figure 1).

They are also responsible for the payment of all water charges based on the water that passes through the water meter, including onsite leaks.

Council will consider varying water consumption as well as related sewer and trade waste usage charges where:

- The water service is constructed of material approved by Council including:
 - copper pipe
 - polyethylene (PE) pipe for pressure applications and
- A defect in the service has occurred which is not readily visible or apparent and Council is satisfied that there has been immediate and effective action to make repairs; and
- A copy of the invoice from a licensed plumber for the repairs has been provided to Council

The variation to an account will reduce the charges to an amount which is the lesser of the actual metered amount or twice the average water usage for the property as determined using three (3) previous equivalent billing periods not affected by the unseen leak.

No claims for subsequent leaks will be considered by Council.

3.2.6 Customers with Defective Meters

In accordance with the Local Government (General) Regulation 2005, if a water meter is found to be defective and not correctly measuring the quantity of water passing through it, Council may charge for the supply of water on the basis of a daily consumption equal to the average daily consumption during the corresponding meter reading period of the previous year, or previous three years, or similar basis.

In accordance with the Local Government (General) Regulation 2005, if a water meter is found to be defective and not correctly measuring the quantity of water passing through it, Council will charge for the supply of water on the following basis:

- The water usage account will be determined by estimating the consumption for the period.
- The water consumption will be estimated based on the average daily usage for the three previous years for the same consumption period.
- If the water supply has been connected for less than three equivalent periods the estimate will be based on the number of periods available.
- If any of the three periods has an extraordinarily high or low consumption, that period is to be substituted with the fourth period.
- If the estimated consumption is less than the consumption recorded up to the malfunction, the final meter reading will be used to calculate the account for the period

In the event that a property owner considers the meter to be faulty or reading incorrectly they may request Council to carry out a meter test at their cost. The cost of the test is detailed in Council's Management Plan.

Should the meter prove to be defective Council will reimburse the cost of the test, replace the meter and calculate the water usage as detailed above.

3.3 Billing

3.3.1 Your Account

Council will issue you a water account outlining the water that we supply and its Usage Charge and the water service Access Charge.

Residential customers will be sent an account half yearly, unless otherwise agreed. Commercial customers with high water usage may be sent an account on a monthly basis.

3.3.2 Changes to Water Prices

The water Usage Charge and Access Charge is set each financial year in accordance with the Local Government Act 1993 and Guidelines for Best Practice Management of Water Supply and Sewerage as determined by the NSW Office of Water. The applicable charges will be detailed each year in Council's Management Plan.

3.3.3 Overdue Accounts

Council charges interest on overdue accounts at a rate set each year in its Management Plan and in accordance with the Local Government Act 1993.

The interest accrues on a daily basis and the total amount is due and payable.

Council will take action to recover overdue accounts, including using external debt collection agencies and legal action.

3.3.4 Financial Hardship

Payment arrangements may be made where possible prior to the next water account is levied so the problem is not compounded.

3.3.5 Cutting off or Restricting Supply

In accordance with the Local Government (General) Regulation 2005, Council may cut off or restrict the supply of water to premises:

- if any water meter used to measure that supply is out of repair or, in the opinion of Council, incorrectly registers the supply of water, or
- if any rates or charges in respect of the water supplied to the premises are unpaid.

If Council cuts off the supply of water to premises, Council may refuse to supply water to those premises until a water meter is installed on the premises, the water meter registers correctly or the water rates or the outstanding charges are paid.

Council may charge a fee, as set each year by Council through the Corporate Plan process, for

- the issue of a "Notice of Intention to Disconnect Water"
- the disconnection of the water supply
- the reconnection of the water supply.

The *Local Government Act 1993* provides that water charges including any accrued interest (and any costs awarded by the courts in proceedings to recover the water charges) are a charge on the land and Council may, sell the land (including vacant land) if water charges have remained unpaid for more than 5 years from the date on which it became payable.

3.3.6 Additional Meter Readings

Council may arrange for an additional water meter reading and estimated bill outside the normal billing cycle after a request by the customer and the payment of the appropriate fee, as set each year by Council in its Management Plan.

Part D - Water Conservation & Demand Management

- 4.1 General**
- 4.2 Mandatory Water Conservation Measures**
- 4.3 Water Loss Management**
- 4.4 Water Efficient Retrofit Program**
- 4.5 Rainwater Tanks**
- 4.6 Greywater Reuse**
- 4.7 Community Education**
- 4.8 Reclaimed Water**

4.1 General

4.1.1 Council's Approach

The Nambucca Valley Council water supply system has limited capacity to meet the demand of users on an “unrestricted basis”. The severe drought of 2002 also highlighted the fact that immediate action had to be taken to establish a secure water supply for the Valley.

Since that time Council has completed works on the investigation, design and construction of an off river storage on Bowra Creek near Bowraville to provide that security of supply. However financial constraints based on the ratepayers capacity to pay for the new infrastructure meant that Council was only in a position to construct the storage and expanded borefield it considered it could afford rather than complete the full project that was originally scoped

For this reason Council is very aware of water conservation and demand management as these measures provide significant benefit in prolonging the life of the storage and ensuring that longer term capital costs that would be required to increase its capacity for future growth can be delayed for as long as possible

Council has developed a Water Conservation and Demand Management Strategy, which aims to reduce water consumption through the more efficient use of water and a reduction in water wastage. In accordance with the Local Government Act 1993, owners, occupiers or managers must take any reasonable action to prevent waste and misuse of water.

The benefits of Water Conservation and Demand Management are recognised as:

- The potential to defer capital and recurrent expenditures in the water system by reducing excessive consumption
- Giving consumers greater control over the size of their water bills by following the State Government Guidelines for Best- Practice Management of Water Supply and Sewerage 2004 to increase the proportion of the bill based on usage (refer to Part C of this Policy)
- Improving environmental performance (such as reducing water extraction, energy consumption) by reducing waste and misuse of water resources

Councils Water Conservation and Demand Management Strategy has the following components:

- Water pricing reform by following the State Government Guidelines for Best- Practice Management of Water Supply and Sewerage 2004 (refer to Part C of this Policy)
- Mandatory Water Conservation Measures, to encourage the wise use of water and reclaimed water
- Minimising losses in the water system, including leakage monitoring and a meter replacement programs.
- Retrofit programs to encourage the installation of water efficient products, such as shower heads and dual flush toilets
- Building code measures including the promotion of State Government initiatives like BASIX
- Education initiatives including dam tours
- Encouraging greywater reuse in line with State Government guidelines
- Investigating and developing water recycling and effluent reuse schemes to substitute for potable water where they are economically viable and provide a demonstrated return on investment.

BASIX – The State Government’s Building Sustainability Index

Introduced by the NSW Government as a world-first sustainability tool in July 2004, the BASIX (Building Sustainability Index) is a major initiative to reduce the amount of drinking water consumed and greenhouse gas emitted by new homes throughout NSW.

Reductions in water consumption can be achieved through a range of water saving measures, such as water efficient shower heads, dual-flush toilets, rainwater tanks, greywater treatment systems and more.

From October 2006, BASIX also applies to alterations and additions to residential dwellings and swimming pools and spas.

4.2 Mandatory Water Conservation Measures

4.2.1 Mandatory Water Conservation Measures

Mandatory Water Conservation Measures will assist individual customers to reduce and better manage their water use into the long term thereby reducing capital and operating costs of Council and delivering significant environmental and social benefits to the community.

Council will implement the following Mandatory Water Conservation Measures as a permanent means of minimising the wastage of water delivered through the water supply system:

Watering gardens and lawns

- No unattended hoses, sprinklers or water systems can be used between 10am to 4pm.
- Hoses must be fitted with water cut-off trigger or control nozzle.
- Watering cans and buckets can be used at any time.
- Applies to all homes, private and public gardens and sports grounds. No restriction on commercial market gardens and plant nurseries.

Cleaning vehicles, houses, boats & outboard motors

- Allowed on any day of the week at any time, on lawn areas.
- Hoses must be fitted with a water cut-off trigger or control nozzle.
- Applies to both private and commercial use.

Topping up swimming pools

- Filling and topping up of swimming pools and spas are permitted at any time, but must be monitored at all times.

Cleaning driveways, paths & hardstand areas

- No Chemicals or cleaning products to be used.
- Brooms, vacuum cleaners or air blowers to be used to remove loose material.
- No hose can be used, unless:
 - Required as a result of accident, fire, health hazard or other emergency, or
 - An approved water efficient nozzle [less than 9 litres per minute] or high pressure cleaner unit, fitted with a water cut-off trigger or control nozzle is used.

All commercial and industrial buildings, building and construction activities and landscaping industries

- Watering systems cannot be used between 10am to 4pm.
- Hoses must be fitted with a water cut-off trigger or control nozzle.
- Dust suppression permitted with reclaimed water only.

4.3 Water Loss Management

4.3.1 What is Water Loss?

Nambucca Valley Council is committed to minimising water loss in the water supply system.

Water loss is the amount of water that Council supplies into the system that is not accounted for in the sum of individual customer meter readings.

Water losses could include:

- Leaks in the water system
- Unmetered water use, for example for fire fighting or mains flushing
- Unauthorised water use, for example theft and illegal connections
- Under-reading of the amount of water going through customer meters
- Errors in the bulk water system meters

4.3.2 Leak Reduction Program

Council installed a number of reservoir meters in 2009/10 as part of a government funded project through the NSW Water Loss Management Program. These meters allow Council to actively monitor flows in the individual towns that are connected to the water supply systems

Council uses data loggers and SMS signals to transmit the flow data to its computer system to enable daily flow patterns to be monitored. This information is used to determine the level of leakage that is occurring and whether it is increasing to the stage where a leakage survey is required.

Night flow is the predominant indicator of leakage and the occurrence of a sudden increase or gradually increase over time is a trigger for an appropriate leakage investigation to take place.

An increase in night flow of 0.2 l/s shall require action to be taken to reduce leakage. This shall involve the engagement of leak detection specialist to investigate and locate leaks in mains and prepare a recommended program of repair works to be carried out by Council.

Council also encourages residents to report any leaks in its water system.

4.3.3 Pressure Reduction Program

Excessive pressure in water mains can be the cause of leakage or may increase the rate of leakage that is occurring. Appropriately located pressure reduction valves can significantly reduce the quantity of water lost through leaks and also extends the life of watermains.

Council will continue to monitor leakage and investigate opportunities to install pressure reduction valves in strategic locations where it is considered that they can be of benefit.

4.3.4 Watermain Renewals Program

Council can minimise the number of watermain breaks and the amount of water losses by ensuring that pipes are in a condition that is fit for purpose.

Council will implement an active watermain renewal program to replace watermains that are in an ageing or poor performing condition.

4.3.5 Meter Replacement Program

Ageing water meters tend to read inaccurately and under read the volume of water passing through them. Council has implemented a meter replacement program where ageing and inaccurate meters are replaced.

The replacement of meters will occur after a maximum of 8 to 10 years of service and will not be instigated based on customers request unless there is a sound reason for doing so.

Council will replace the meter at no cost to the property owner and will endeavour to notify property owners at the time of replacement and advise that a new meter has been installed.

4.3.6 Customer's Water System

Council encourages property owners to properly maintain the pipes and fittings in their water system and to promptly fix any leaks in their system.

4.4 Water Efficient Retrofit Program

4.4.1 Council Retrofit Program

Nambucca Valley Council is committed to improving the water efficiency of its facilities.

Council has instituted water audits and a retrofit program to implement better water use across all its facilities.

4.4.2 Water Saving Fixtures Rebate Scheme

Council has implemented instituted a Water Saving Fixtures Rebate Scheme as part of Council's long-term water supply strategy to encourage residential water customers to save water.

The Water Saving Fixtures Rebate Scheme applies to all residential water customers that were connected to the Council Water Supply System on or before 1st July 2005 (The State Government's BASIX building certification applied to new homes from 1st July 2005).

Both renters and owners of residences on town water (connected to Council's water supply) are eligible to apply for rebates (renters may need to obtain the owner or property manager's consent).

The following rebates are available:

- \$25 rebates for installing shower roses with a 3A or '3 Star' water rating or better (maximum \$50 per household).
- \$30 rebates for upgrading single flush toilets to dual flush toilets, either by installing a new flush mechanism or a new cistern (maximum \$60 per household).
- Commercial properties may apply for the rebate on multiple fixtures at the same rate as those for residential properties.

A limit of one application applies for each property.

An application needs to be lodged and approved to be eligible for the Rebate Scheme. Application forms are available on Council's web site

4.5 Rainwater Tanks

4.5.1 General

Rainwater tanks are commonly used in the Nambucca Valley as a private water supply in areas where there is no public water supply available.

Rainwater tanks can also provide benefits in urban areas with reticulated public water supplies. While NSW Health recommends using the reticulated supply for human consumption (drinking water) ie drinking, cooking and bathing, the tank water is entirely suitable for toilet flushing, laundry, car washing, swimming pool top up and garden watering purposes. Such dual supplies need to be carefully installed to ensure that water from the tank cannot backflow into the public supply and this means separate piping systems and backflow prevention valves.

Rainwater tanks can also act as a stormwater control device by providing some temporary storage of runoff from the roof. This tends to mimic, to some degree, the way natural environments behave in slowing down the rate of discharge of stormwater. This can reduce the adverse impacts of urbanisation on local streams and the landscape, and in many cases can reduce localised flooding.

Council supports and encourages the use of rainwater tanks to:

- reduce demand on town water;
- reduce environmental impacts by conserving the water resource;
- reduce environmental impacts by reducing the severity of stormwater runoff from urban areas;
- provide additional water security to consumers during times of drought and interrupted water supply; and
- reduce costs to consumer and Council by reducing demand for treated town water.

Suggested Uses for Water from Rainwater Tanks

The suggested uses for rainwater include:

- Toilet flushing
- Cold water service to washing machine
- Garden watering, car washing, swimming pool top up and all other external outdoor uses

In reticulated areas, Council does not recommend the use of water supplied from a rainwater tank for human consumption such as drinking, cooking or bathing purposes. The decision to use rainwater for drinking or other consumption purposes is entirely at the residents' and owners' risk.

Should consumers wish to use rainwater for all domestic purposes, it is important that the advice contained in NSW Health Guideline GL2007_009 of June 2007 is considered in such situations.

<http://www.health.nsw.gov.au/pubs/2007/pdf/rainwater.pdf>

4.5.2 History

Nambucca Valley introduced a 4% Environmental Levy on all ratepayers in the 2003/04 and 2004/05 budgetary years. This generated just over \$200,000 in 2003/04 with a rate pegging increase in the second year.

The extra funding enabled a number of environmental projects to proceed that had been held in abeyance for years due to a lack of funding. The last few years have seen an increase in the demand from the community and governments to improve and monitor water quality, undertake

bushland regeneration, reduce water use, all of which add to the need for secure and dedicated funding.

For Council to continue the Environmental Levy after 2004/05 the Minister required Council to prepare a program for expenditure for five years 2005/06 to 2009/10. Within the five year program a "Rainwater Tank Subsidy" of \$20,000 was identified for the three years 2007/08, 2008/09 and 2009/10. Council has identified the continuation of the Rainwater Tank Rebate in its draft 2010 – 2012 Environmental Levy to be presented to the Minister for Local Government as part of the 2010/2011 Management Plan and Budget process.

The Nambucca Valley Council Rainwater Tank Rebate Scheme took effect from 1 July 2008. In January 2013 Council resolved to no longer fund the Rainwater Tank Rebate Scheme through the Environmental Levy. Instead the rebate is to be funded as a water demand management strategy through the Water Fund. This proposed demand management strategy formed part of the recommendations of Council's Integrated Water Cycle Management Plan.

4.5.3 Eligibility

The following eligibility conditions apply to the rainwater tank rebate scheme:

- The scheme is open to residential households in Nambucca Valley and is payable only to the registered owner of the property.
- The rebate applications will only be considered for new tanks purchased and installed after 30 June 2013.
- There is only one rainwater tank rebate claim payable per property over the lifetime of the scheme through Nambucca Valley Council.
- Rebates apply only to new products and do not apply to used or second-hand products.
- The maximum rebate from Nambucca Valley Council shall not exceed half the original invoiced cost of the rainwater tank. The available rebate amounts are detailed in Section 8.
- Delivery charges are not eligible for rebates and will not be considered as part of any claim.
- For connections to internal fixtures a Nambucca Valley Council approval must be obtained. Internal connections are to be carried out by a licensed plumber.
- For rainwater tanks deemed Exempt Development, installation must comply with the provisions of either State Environmental Planning Policy (Exempt and Complying Development Codes) 2008 or Nambucca Valley Council's Development Control Plan 10 – Exempt and Complying Development. Rainwater tanks that are not Exempt Development, a Complying Development Certificate or a Development Application (whichever applies) will be required and will need to comply with the Building Code of Australia and Nambucca Local Environmental Plan in force at the time.
- If the rainwater tank is a mandatory requirement for a newly constructed residential household, or required under the requirements of BASIX, a rebate will not be paid except when the tank or a separate tank is installed, which exceeds the BASIX requirement for storage capacity by at least 2,000 litres.
- Rebate applications will only be considered once the tank is installed, inspected by a Council Officer and operational.
- This offer is strictly limited. Once allocated budget for rebates for the current financial year have been issued, there will be no more rebates in that year. The program MAY continue into the following financial year.

- To claim a rebate under the Nambucca Valley Rainwater Tank Rebate Scheme, the applicant must complete and submit the application form annexed to this document and also available from Council's website www.nambucca.nsw.gov.au (Council Forms), and provide the ORIGINAL tax invoice as proof of purchase of a rainwater tank. Copies of tax invoices will not be accepted. See Annexure A – Rebate Application Form.

4.5.4 Properties Connected to Town Water Supply

- The minimum rainwater tank size for which a rebate will apply is 1,000 litres.
- Rainwater tanks shall not be cross-connected to Council's reticulated water system.
- Rainwater tanks should only be used for toilet flushing, cold water clothes washing, swimming pool top up and outdoor purposes.
- Rebates can be claimed for tanks installed for either indoor or outdoor use.

4.5.5 Properties Not Connected to Town Water Supply

Rebates can be claimed for rainwater tanks installed for either indoor use only and in the following instances:

- New dwellings – for a tank which exceeds the BASIX and bushfire fighting storage requirements by at least 1,999 litres
- Existing dwellings – for a tank which exceeds the minimum 22,500 litres capacity by 2,000 litres. The rebate will be paid on that portion of the tank volume that exceeds the minimum requirement (ie. For a 30,000 litre tank the rebate will be that applicable to a 7,500 litre tank).

4.5.6 Rebate Amounts

Rebates for rainwater tanks shall be paid in accordance with the capacity of the tank as detailed in the table below:

TANK CAPACITY (litres)	REBATE
1,000 – 4,999	\$300 or half the cost whichever is least
5,000 – 10,000	\$500 or half the cost whichever is least
>10,000 – 20,000	\$750 or half the cost whichever is least
>20,000 – 30,000	\$1,000 or half the cost whichever is least
> 30,000	\$1,500 or half the cost whichever is least

Note that where a minimum tank size is required for development consent the rebate will only be provided on the basis of any additional tank capacity installed.

4.6 Greywater Reuse

4.6.1 Owner's Responsibility

The property owner is responsible for the impacts of using greywater on their premises. It is the property owner's responsibility to meet the performance standards for greywater reuse including minimising any adverse impacts on the amenity of your property and the surrounding lands.

Council recognises the value of the manual collection and re-use of greywater (for example, by means of a bucket or similar receptacle).

"Greywater" means waste water from washing machines, laundry tubs, showers, hand basins and baths, but does not include waste water from a kitchen, toilet, urinal or bidet.

4.6.2 Council Approval

For the purposes of item 10 of Part F of the Table to section 68 of the Local Government Act (1993), domestic greywater diversion is prescribed as an activity that requires the prior approval of the council.

However, in accordance with the Local Government (General) Regulations 2005, domestic greywater diversion may be carried out without the prior approval of Council if:

- it is carried out in accordance with the *Plumbing Code of Australia*, and
- a sewage management facility is not installed on the premises concerned, and
- the following performance standards are achieved:
 - the prevention of the spread of disease by micro-organisms,
 - the prevention of the spread of foul odours,
 - the prevention of contamination of water,
 - the prevention of degradation of soil and vegetation,
 - the discouragement of insects and vermin,
 - ensuring that persons do not come into contact with untreated sewage or effluent (whether treated or not) in their ordinary activities on the premises concerned,
 - the minimisation of any adverse impacts on the amenity of the premises concerned and surrounding lands.

4.7 Community Education

4.7.1 Education Initiatives

During the Off River Storage Project Nambucca Valley Council committed itself to a program of providing information to the community in regard to the reasons why a dam is considered necessary for securing the Valley's water supply and the impact it would have on cost to consumers.

Council has made efforts to increase public awareness about water issues and to encourage more efficient use of water through the use of:

- providing information on Council's website in relation to using water efficiently around the house.
- advertising in the local newspaper during National Water Week in October to promote the wise use of water and the availability of rebate schemes for water efficient fixtures
- accommodating school tours of the off river storage to inform the community of how Council is dealing with water security issues and promoting awareness of the need for consumers to use water wisely.

4.8 Reclaimed Water

4.8.1 Aims

Nambucca Valley Council aims to respond to current regulatory reforms, legislative requirements and state-wide changes in water management practice, environmental sustainability challenges and stakeholder objectives which ensure optimal water usage and maximum environmental benefit

Through the framework of Best Practice Management Integrated Water Cycle Management Process Council will continue to investigate and assess opportunities to reuse water generated from sewage treatment plants or stormwater harvesting.

Council aims to ensure optimal use of all water resources however any proposed reuse project must clearly demonstrate an economical benefit to the ratepayer ahead of the other triple bottom line considerations of social and environmental benefits

Part E - New Connections, Metering and Development Issues

- 5.1 New Connections**
- 5.2 Meter Issues**
- 5.3 Development Issues**

5.1 New Connections

5.1.1 Water services installation

When you wish to connect to Council's water supply system, you need to make an application to Council.

A person must not connect in any way to Council's water supply system without the written approval of Council.

All applications will require the payment of appropriate fees and charges at the time of submitting each application. This may include Section 64 contributions payable for headworks charges as calculated in Council's Development Servicing Plan.

Fees and charges are adopted each year by Council through the Management Plan process as specified by the Local Government Act

The type and location of the connection to Council's water supply system is at the sole discretion of Council.

The following conditions apply as part of the approval process to being allowed to access the water supply network.

- The standard connection to a single domestic dwelling is as follows:

Main tapping	25mm
Main to boundary service	25mm
Meter valve, meter, dual check valve	20mm

- **Note:** *The 25mm main to boundary is sized to allow for any future dual occupancy.*

- Where one tapping and service line supplies two separate domestic allotments the sizing shall be as follows:

Main tapping	25mm
Main to boundary service	40mm
Manifold	25mm

- Connections to all other developments such as residential flats, industrial and commercial developments shall be sized in accordance with the Plumbing Code of Australia and the National Plumbing and Drainage Code Part 1 - Water Supply AS 3500.1.
- Where no service exists, Council will provide, free of charge, a single domestic water supply service to any allotment that has been levied the water supply rate provided at least two full water rates has been collected AND that such water rates are not in arrears. Where a larger than single domestic service is required, to suit a particular development on such an allotment, then the additional cost shall be met by the applicant.
- Applications for larger non standard connections will be considered on merit having regard for the ability of the reticulation system to provide the greater flows associated with larger services.
- In accordance with AS 3500.1 all connections will have fitted an appropriate backflow prevention device immediately adjacent the meter on the consumer's side. Domestic backflow prevention devices, ie dual check valves up to 50mm will remain the property of Council and will be maintained and/or replaced as necessary by Council. Larger diameter and/or more sophisticated devices, eg reduced pressure zone, will remain the property of the consumer and shall be inspected and maintained in accordance with AS 3500.1.

- Other than for situations previously mentioned all new connections and upgrades to existing services will be at full cost to the applicant and shall be paid for in advance. The cost the standard connection types for a single domestic dwelling are set out in Council's Management Plan each year. Council will confirm the cost in a quote prior to any work being completed.
- It is the property owner's responsibility to ensure the meter is adequately protected as the cost of any repairs to Council's meter or associated equipment is recoverable from the property owner

Unless an alternative is approved by Council, connection pipework from Council's water supply system to the meter assembly must be in copper pipe Type A to AS 1432 (copper alloy fittings to AS 3688).

All pipes, valves, devices, and fittings connected to Council's water supply system are to be rated for a safe working pressure of at least 1200 kPa (120 metres pressure head) and shall be fit for the purpose in accordance with the relevant Australian Standard.

5.1.2 Water meter installation

The location of the water meter is at the sole discretion of Council. Council will ensure that the location of the water meter is accessible at all times to Council's meter readers.

Boundary fences and wall recesses and/or fence setbacks must be provided to facilitate Council's access to water meters.

Council will endeavour to connect the service in a location mutually convenient and applicants are encouraged to place a peg inside the boundary marked "water" in the desired meter location. However in some circumstances, particularly in new subdivision the locations of services have been pre-determined as part of the subdivision works.

Council may enter your land to effect any necessary alterations, repairs to or replacement of the water service or water meter.

Only Council may install water meters that measure the water supplied from Council's water supply system.

5.1.3 Large water services

All applications for services larger than 25 mm are to include:

- Hydraulic calculations that address flow, pressure and velocity requirements of AS3500.
- A plan, to a scale of not less than 1:100 that, clearly indicates the position of the water meter on the property, the type of materials and nominal size of all water service pipes, the position of all stop valves, stop taps, backflow prevention devices and other valves, any water storage to be provided, including air gap requirements, overflow pipe arrangement and any booster pumps.
- Complete details of any fire service, booster pump or irrigation system installed.

5.1.4 Properties previously not rated for water supply

For those properties that have not previously been charged for water supply and to which a water service can be provided a water supply headworks contribution fee will be payable prior to a water service being installed.

This includes properties where an undeveloped lot that has been previously consolidated for rating purposes is proposed to be developed and a new water service is required.

If an extension to Council's reticulation network is required to enable the property to be connected

to the water supply all cost associated with the extension shall be also be borne by the applicant.

5.1.5 Strata and multi residential developments

All individual residential units within a multiple occupancy development on one allotment shall be provided with a separate water meter located at the property boundary to register water usage for each unit. The maximum number of meters that can be installed on one allotment is four(4).

Where more than four dwelling units are proposed on one allotment, a bulk meter is to be provided. Under these circumstances Council will forward the water accounts to the Body Corporate or registered proprietor.

Where internal water meters are proposed to be provided they shall be located in foyer areas, secure and accessible for meter reading. A remote reading display facility shall be provided by the property owner, at an approved central location, easily accessible by Council water meter readers.

5.1.6 Torrens title stratum developments

The following water meter arrangements are to be provided for Torrens Title Stratum developments:

- Individual Council water meters are to be provided at the property boundary of each Torrens Title Stratum lot in any new developments,
- Individual Council water meters are to be provided at the property boundary to separate residential and commercial water services with the development site and/or building,
- A single dedicated fire service connection point is to be provided for each building.

5.1.7 Non connection to Council's water supply system

Should a water service connection to Council's water supply system not be required due to alternative onsite water supply sources, which meet all statutory and guideline requirements including those of NSW Department of Health and NSW Fire Brigades, the property would then only be levied and pay the minimum water "Access Charge" (ie. Residential 20mm or business/industrial 25mm water "Access Charge").

The application of the water "Access Charge" is on the basis that fire fighting coverage and protection is still available and provided by Council's hydrants within the street frontage to the property.

Should a water supply service connection be required in the future then applicable water supply headworks and distribution charges would be required to be paid. This amount would need to be credited with any previous payments for headworks and distribution and/or annual water access charges.

5.1.8 Connections in rural areas

Generally speaking Council does not provide a reticulated water supply to rural lots. Rural lots are encouraged to be self sufficient in managing their water requirements through the use of appropriately sized rainwater collection systems. Council provides a rebate for the installation of rainwater tanks.

Council will not extend existing small diameter polyethylene pipe line systems to service unconnected blocks in rural areas

Where an existing water main traverses through a property or passes a property frontage consideration may be given to providing a water service to those properties. Each application for this type of opportunistic connection to the water supply system will be assessed on its merits. The applicant will be responsible for all costs associated with providing the water supply service as well as the payment of Section 64 charges as set out in Council's Management Plan and

Development Servicing Plan for Water Supply.

A water service to a rural property shall only be provided to compliment a rainwater collection system by providing a means of topping up a rainwater tank when water is scarce as well as drinking water supply to a dedicated tap in the kitchen.

Existing rural properties connected to Council's trunk main are also encouraged to install rainwater tanks and use the town water as backup supply. The level of service for rural properties cannot be guaranteed to be the same as that for urban properties. The water supply on a trunk main may be interrupted for extended periods of time if a pipe failure occurs.

5.1.9 Disinfection and pressure testing

All new watermains that are to be connected to Council's water supply system will need to be pressure tested and disinfected prior to commissioning. Developers will need to apply on the appropriate form and pay the appropriate fees and charges for this work, as set each year by Council in its Management Plan.

Every effort will be made by Council to provide isolation of watermains to permit interconnection at the date, time and for the period specified in this application.

If under special circumstances this cannot be accommodated the applicant will be advised separately and given notice on a suitable time and any extra charges that may apply.

5.1.10 Fire services

Generally, Council's water mains will only be located on public road, public reserve, and pathway or water supply reserves. A property owner will normally be required to install a private water hydrant (or hydrants) wherever an existing or proposed development is out of the reach of a street hydrant on Council's water supply reticulation.

Where fire service coverage from a fire hydrant in accordance with AS 2419 is not practical either a private fire service or a tank storage alternative acceptable to Council's Development and Environmental Division, NSW Fire Brigades and NSW Rural Fire Service will be required.

All proposed fire services need to be submitted to Council after they have been certified by a suitably qualified hydraulic consultant and either the NSW Fire Brigades or NSW Rural Fire Service as relevant.

All fire hose reels shall be connected to a metered service (refer to the NSW Code of Practice Plumbing and Drainage 2006). Where this is not currently the case, Council will work with these property owners with the view to installing a complying connection, at the owner's cost.

5.1.11 Water pressure certificate

Council can provide a water mains performance test certificate to assist in the hydraulic design of fire service installation. An application form with details of the test required shall be submitted with the appropriate fee, as set each year by Council through the Management Plan. Application forms are available on Council's web site.

5.1.12 Cross-connection control

Property owners may need to install a backflow prevention device as part of their connection to Council's water supply system.

All new connections where the processes carried out on the property could endanger health or potentially cause death must have a backflow prevention device installed in accordance with the Plumbing Code of Australia and AS 3500.

A backflow prevention device is used to protect water supplies from contamination and includes a break tank, registered air gap, pressure vacuum breaker, reduced pressure zone device or testable double check valve.

In accordance with AS 3500.1 all connections will have fitted an appropriate backflow prevention device immediately adjacent the meter on the consumer's side. Domestic backflow prevention devices, ie dual check valves up to 50mm will remain the property of Council and will be maintained and/or replaced as necessary by Council. Larger diameter and/or more sophisticated devices, eg reduced pressure zone, will remain the property of the consumer and shall be inspected and maintained in accordance with AS 3500.1

Council may require existing premises connected to Council's water supply system to be provided with a backflow prevention device for containment at the property boundary.

The device shall be installed on the customer's side of the water meter with no connections between the water meter and the device. On a separate hydrant and sprinkler fire service on a non-residential property, the device shall be installed close to where the water service crosses the property boundary, prior to any booster assembly.

All backflow prevention devices are the responsibility of the property owner.

All backflow prevention devices must be registered with Council with the payment of the appropriate fee, as set each year by Council through the Corporate Plan process.

All backflow prevention devices must be tested on an annual basis with a "Backflow Prevention Inspection Testing and Maintenance Report" submitted to Council. Council will undertake this work after the payment of the appropriate fee.

If Council determines that the backflow prevention device is unsatisfactory you will be required to repair, maintain, test or replace the backflow prevention device, at your expense.

Backflow prevention devices may reduce the pressure and flow rate of the water supply to the premises. It is the owner's responsibility to undertake, at their cost, any works on the premises necessary to provide adequate water flow rate and pressure for their needs.

5.1.13 Multiple occupancy

All properties proposed for multiple occupancy, including multi-storey developments and cluster housing, shall have their water system designed and installed so that each occupancy has its own individual isolation valve and provision for an individual meter located in a position determined by Council (refer to the Plumbing Code of Australia).

Council will work with property owners that are not individually metered with the view to installing an individually metered connection, at the owner's cost. This may include the use of cost-effective technology such as "smart water meters" that allow remote meter reading.

Where developments are staged developments, Council may reduce the water Access Charge each year to the equivalent of the rate for the size of the service required for that stage of the development that has Council approval (refer to Part C of this document).

5.1.14 Easements

In accordance with the *Aus Spec Design Manual*, the location of water mains that will become part of Council's water system on private property is to be avoided. Where a water main cannot be located in a dedicated public road reserve or access way, it may be located within an appropriately sized and registered easement, subject to Council's approval.

However, where it is necessary, water mains are to be located in an easement in favour of Council and be of minimum width three (3) metres. Unless there are compelling reasons to the contrary the water main shall be located in the centre of the easement.

A Registered Surveyor shall survey easements and certify the location of pipelines within the

easements.

The location of water services in easements other than a vehicular access related easement for the property being served will not be permitted.

The reason for this is that there is a risk of undetected interference with the water service in the form of damage, contamination or illegal connection if the easement is not in an area fully accessible to and able to be overseen by the serviced property owner.

5.1.15 Private water hydrants

Where a property owner is to install private water hydrants within their internal water system, they are the responsibility of the owner.

Where underground hydrants are to be installed in your water system, they shall be spring type, manufactured to AS 3952, with an approved thermal-bonded coating to AS 4158 and installed in accordance with AS 2419.

These private water hydrants must be located on land under the control of the property owner, who will be responsible for all water charges.

5.1.16 Private water meters

Council may permit the use of privately owned meters within your water system if they are of an authorised design and type.

If approved for use in a property owner's water system, Council may sell in-house water meters for a price set each year by Council through the Corporate Plan process.

Council may undertake to read private water meters for an appropriate fee as set each year by Council through the Management Plan.

5.2 Meter Issues

5.2.1 Meter security

The owner of premises on which there is located a water meter connected to Council's water supply system must make every effort to ensure that the meter is protected from damage.

Meters are usually located in an above ground pipe arrangement located adjacent to a side boundary. In some instance this pipework may impact on driveway access or plans that the owner may have for the development of the site. If this is the case Council can modify the meter arrangement to install it in a meter box below ground.

All costs associated with modifying a meter arrangement to go underground will be at the cost of the property owner.

5.2.2 Meter testing

If you consider that Council's water meter is not accurately recording water passing through it, you may request that Council test the meter after the payment of the appropriate fee, as set each year by Council through the Corporate Plan process.

If the test shows that the meter is over recording, by more than three per cent of the actual quantity of water passing through it, Council will:

- repair or replace the meter,
- refund any charge paid by you for the test, and
- adjust your latest account on the basis of a daily consumption equal to the average daily consumption during the corresponding meter reading period of the previous year, or previous three years, or similar basis.

If the test shows that the meter is under recording, by more than three per cent of the actual quantity of water passing through it, Council may:

- repair or replace the meter, and
- adjust your latest account on the basis of a daily consumption equal to the average daily consumption during the corresponding meter reading period of the previous year, or previous three years, or similar basis.

5.2.3 Meter replacements

Council actively monitors the accuracy of its water meters and through its water meter replacement program targets inaccurate meters.

Council will replace the meter at no cost to you if the meter:

- is found to be defective,
- can no longer be reasonably maintained, or
- is replaced as part of a meter replacement program.

Council will attempt to notify you at the time of replacement and advise you that a new meter has been installed. A mutually acceptable time will be negotiated with commercial customers for the replacement of meters.

5.2.4 Meter relocation

All water service and water meter relocations are at the owner's expense.

5.2.5 Multiple meters

All water services connected to Council's water supply system must be through an independent house service pipe and a single water meter (refer to Part B of this document).

Council will work with property owners whose water service connection does not comply with this requirement with the view to installing a complying connection at the owner's cost.

5.2.6 Upsizing/downsizing meters

The sizing of water meters is based on hydraulic considerations and Council's adopted standards.

If a property owner wishes to change the size of the installed water meter, they will need to apply to Council and pay any applicable fee, as set each year by Council in its Management Plan.

The application will need to be accompanied by hydraulic calculations signed off by a suitably qualified hydraulic consultant.

The cost of changing the water meter will be at the owner's expense.

Council is not obliged to approve an application to change the size of the water meter.

5.3 Development Issues

5.3.1 Headworks & distribution charges

Council has prepared a Development Servicing Plan [DSP] in accordance with Section 64 of the Local Government Act 1993 which details the water supply headworks and distribution charges to be levied upon development areas utilising Council's water supply infrastructure.

The headworks and distribution charges cover the cost of providing the water supply capacity either within Council's existing water supply system or through future capital works.

Potential development areas not included in the current DSP will subject to separate headworks and distribution charges based upon the actual cost of providing water supply services.

5.3.2 Augmentation of water supply system

Where a development is required by condition of development consent to augment water supply infrastructure the following conditions will apply:

- The design of the augmentation works required shall be based upon guidelines contained within the NSW DPWS design manual and the AusSpec Design Specification.
- Where the infrastructure is included in Council's Section 64 Water Supply Contribution Plan, the work may be completed by the developer and offset against the contribution for that development. Council may elect to undertake the work, in which case, the full contribution is required.
- Where Council undertakes the work, the contribution required will be calculated by Council and paid by the developer prior to the work proceeding. Where the developer undertakes the work and an offset against contribution is required, the design and the value of the work shall be approved and agreed upon prior to the work commencing.
- Failure by the developer and/or consultant to obtain prior written design approval and cost agreement from Council will result in a nil offset being applied to the work.
- Where Council has identified potential future demand for infrastructure over and above that required by the development in question, Council may elect to increase the size of the infrastructure and meet the additional cost over and above the contribution calculated.

Part F - Drought Management

6.1 Objectives and Notification

6.2 Water Restrictions

6.1 Objectives and Notification

6.1.1 Objectives

Council will develop and update a Drought Management Plan in accordance with Best Practice Management of Water Supply and Sewerage Guidelines.

The objectives of the Drought Management Plan are to:

- Manage the water supply system with the aim of minimising the impact of drought, and the actions taken in conjunction with the impact of drought on water users and the environment.
- Define the conditions under which water restrictions will be implemented.
- Enable Council to meet statutory requirements, (for example, environmental river flow targets to minimise the impact of water supply demands upon the river and associated aquatic ecosystems).

Council will ensure a systematic, timely, effective and efficient response to drought and emergencies, which minimises disruption and adverse impact on customers.

6.1.2 Water Conservation and Demand Management

Council has adopted a responsible risk management approach to drought situations, which relies upon a combination of water conservation and demand management measures as well as improvements to the existing water supply system.

6.1.3 Declaring Measures for Drought Management

Council will initiate measures under the Drought Management Plan:

- if there is a drought, or
- if the available stored water, or the available capacity of supply, is so limited as to make extraordinary measures necessary in the general interest of water consumers.

6.1.4 Notification

Council will publish a notice in the local newspaper outlining the water restrictions that are required to apply in accordance with the Drought Management Plan. This may include:

- the purposes for which the water can be used, or
- the times when the water can be used, or
- the methods by which the water can be used, or
- the quantities of the water that can be used.

6.2 Water Restrictions

6.2.1 Introduction

Council is party to an agreement with the North Coast Group of Council's to adopt a consistent set of water restriction levels

Mandatory Water Conservation Measures have replaced the previous Level 1 Restrictions and previous Level 2 Restrictions are no longer used. Experience has shown that the early water restriction levels have little impact as consumers have become more water wise as a result of pay for usage pricing.

The revised water restrictions table has four levels (previous Level 3 through to Level 6), which can be incrementally implemented to reduce water demands during periods of extended drought conditions. They will be colour coded to differentiate the severity of restriction similar to a fire danger warning

The implementation of the levels of water restrictions will be based upon trigger points, which are associated with river flows, dam storage levels and climatic conditions. These trigger levels will be clearly defined during the development of the Drought Management Plan

6.2.2 Water Restrictions Levels

Water Conservation Measures are permanent limitations to water usage put in place to eliminate water wastage and ensure the wise use of water

Level 1 Water Restrictions Measures (Green) are:

Watering gardens & lawns

- Watering of gardens every second day only on an "odds & evens" basis numbers for a maximum of 1 hour between the hours of 4:00 pm and 9:00 am
- Micro-sprays, with nozzles less than 3mm in diameter, may be used for 15 minutes each day
- Use of sprinklers or fixed hoses is banned
- Watering cans and buckets can be used at any time.

Sporting fields

- Irrigation system can only be used between 1.00am to 2.00am on Monday, Wednesday and Friday.

Public gardens

- Hand-held hoses can be used between 7.00am and 8.00am on Monday, Wednesday and Friday.

Plant nurseries, bowling greens and commercial market gardens

- Sprinkler systems can only be used between 7.30am and 9.30am.

Cleaning vehicles, houses, boats & outboard motors

- Car and Boat Washing (on lawn area): washing may occur with a bucket; one hand-held hose can be used between 6.30am to 7.00am and 5.00pm to 5.30pm (6.00pm to 6.30pm DST) on the allocated day for rinsing only.
- Boat Motor Flushing: 5 minutes on a lawn area only.
- Applies to both private and commercial.

Topping up swimming pools

- Topping up pools: one hand-held hose can be used between 6.30am to 7.00am and 5.00pm to 5.30pm (6.00pm to 6.30pm DST) on the allocated day.
- Hoses must be fitted with a water cut-off trigger or control nozzle.

Cleaning driveways, paths & hardstand areas

- No Chemicals or cleaning products to be used.
- Brooms, vacuum cleaners or air blowers to be used to remove loose material.
- Washing driveways, paved areas, walls and roofs with hoses is prohibited. Buckets only can be used between 6.30am to 7.00am and 5.00pm to 5.30pm (6.00pm to 6.30pm DST) on the allocated day.

All commercial and industrial buildings, building and construction activities and landscaping industries

- Dust suppression permitted with reclaimed water only.

The Level 2 Water Restrictions Measures (Yellow) are:

Watering gardens & lawns

- Watering of gardens every second day only on an “odds & evens” basis numbers for a maximum of half an hour between the hours of 4:00 pm and 9:00 am
- Micro-sprays, with nozzles less than 3mm in diameter, may be used for 15 minutes each day
- Use of sprinklers or fixed hoses is banned
- Watering cans and buckets can be used at any time.

Sporting fields

- Irrigation system can only be used between 1.00am to 1.30am on Monday, Wednesday and Friday.

Public gardens

- Hand-held hoses can be used between 7.00am and 7.30am on Monday, Wednesday and Friday.

Plant nurseries, bowling greens and commercial market gardens

- Hand held hoses can only be used for two hours per day.

Cleaning vehicles, houses, boats & outboard motors

- Car and Boat Washing (on lawn area): washing may occur with a bucket; one hand-held hose can be used between 5.00pm to 5.30pm (6.00pm to 6.30pm DST) on the allocated day for rinsing only.
- Boat Motor Flushing: 5 minutes on a lawn area only.
- Applies to both private and commercial.

Topping up swimming pools

- Topping up Pools: one hand-held hose can be used between 5.00pm to 5.30pm (6.00pm to 6.30pm DST) on the allocated day.
- Hoses must be fitted with a water cut-off trigger or control nozzle.

Cleaning driveways, paths & hardstand areas

- No Chemicals or cleaning products to be used.
- Brooms, vacuum cleaners or air blowers to be used to remove loose material.
- Washing driveways, paved areas, walls and roofs with hoses is prohibited. Buckets only

can be used between 5.00pm to 5.30pm (6.00pm to 6.30pm DST) on the allocated day.

All commercial and industrial buildings, building and construction activities and landscaping industries

- Dust suppression permitted with reclaimed water only.

The Level 3 Water Restrictions Measures (Orange) are

- ban all the external use of water, including sprinklers, micro-sprays, fixed and hand-held hoses.
- Gardens can be watered by buckets only.
- Sporting fields and public gardens may use reclaimed water.
- Plant nurseries, bowling greens and commercial market gardens may only water under a Council licence.

The Level 4 Water Restrictions Measures (Red) are:

- All external use of water, including sprinklers, micro-sprays, fixed and hand-held hoses is banned.
- Gardens can be watered only with reclaimed water.
- Sporting fields and public gardens may use reclaimed water.
- Plant nurseries, bowling greens and commercial market gardens may only water under a Council licence.

TABLE - PROPOSED WATER RESTRICTIONS FOR NORTH COAST LWU'S

Level	Restrictions – Residential Outdoor Component	Target reduction %	Target Consumption (ML/d)*	Trigger*
Water Conservation Measures	No unattended hoses between the hours of 9.00am to 4.00pm	N/A		
1 Moderate	Micro-sprays and drippers/sub-surface can be used for a maximum of 15 minutes and hand held hoses can be used for 1 hour every second day, between the hours of 4.00pm and 9.00am on odd or even days matching house numbering system. Other irrigation and unattended hoses banned.	0 - 10%		
2 High	Micro-sprays and drippers/sub-surface can be used for a maximum of 15 minutes and hand held hoses can be used for ½ hour every second day, between the hours of 4.00pm and 9.00am on odd or even days matching house numbering system. Other irrigation and unattended hoses banned. No washing of houses or driveways. Topping up of pools in designated times only	10 - 20%		
3 Very High	No irrigation permitted. Use of buckets any time, or hand held hoses for a maximum of 10 minutes, every second day, between the hours of 4.00pm and 9.00am on odd or even days matching house numbering system. No filling of pools	20 - 30%		
4 Severe	All external use of potable water banned. Grey water use only.	30 - 40%		
Emergency	As directed by the water supply authority.	40 - 50%		

* LWU's to set target consumption levels and triggers.

APPENDIX A – DEFINITIONS

TERM	DEFINITION
Accredited backflow prevention plumber	A licensed plumber who has completed a TAFE NSW backflow prevention course
AS/NZS 2845	<i>Australian/New Zealand Standard for water supply - Backflow prevention devices – materials, design and performance requirements</i>
AS/NZS 3500.1	<i>Australian/New Zealand Standard for plumbing and drainage Part 1: Water services</i>
Backflow prevention containment device (AS/NZS 3500.1)	A device to prevent the reverse flow of water from a potentially polluted source, into the drinking water supply system
Containment protection	The installation of a backflow prevention containment device on the water service(s) at the property boundary, to prevent backflow from within the property entering the main water supply
Cross connection	Any connection or arrangements between the drinking water supply system, connected to the water main or any fixture that may enable non-drinking water or other contamination to enter the drinking water supply system
Customer	The property owner
Decentralised waste water treatment system	A system that provides a privately owned non-drinking water supply
Double check valve (AS/NZS 3500.1)	A device to prevent backflow caused by backpressure, which has two independently operating force loaded non-return valves and incorporates specific test points for in-service testing
High hazard rating (AS/NZS 3500.1)	Any condition, device, or practice, which in connection with the water supply system, has the potential to cause death
Medium hazard rating (AS/NZS 3500.1)	Any condition, device, or practice, which in connection with the water supply system, could endanger health
Low hazard rating (AS/NZS 3500.1)	Any condition, device, or practice, which in connection with the water supply system, is a nuisance but does not endanger health or cause injury
Individual protection	Installing a backflow prevention device at the point where the water pipes connect to a fixture or appliance

Licensed plumber	A plumber with a license issued by the NSW Office of Fair Trading
Mixed development	A property with both commercial and residential classifications on-site
New properties	Any new or existing property, undergoing construction or redevelopment that must submit a development application
Reduced pressure zone device (AS/NZS 3500.1)	A device to prevent backflow caused by back siphonage or backpressure in a water reticulation system that incorporates two independently operating force loaded non-return valves. These automatically drain to waste whenever the pressure in the system (between the upstream and downstream non-return valves) drops to less than 14 kPa below the pressure at the inlet to the upstream non-return valve
Registered air gap (AS/NZS 3500.1)	Air gap for a water supply system is specifically defined as the unobstructed vertical distance through the free atmosphere between the lowest opening of a water service pipe (or fixed outlet) supplying water to a fixture or receptacle and the highest possible water level of that fixture or receptacle
Registered break tank (AS/NZS 3500.1)	A tank system specifically designed for backflow prevention registered by, or on behalf of a regulatory authority, for inspection and maintenance
Water supplies	Drinking and/or recycled water
Zone protection	Installing a backflow prevention device at the connection point of specified sections of a plumbing system within a building or facility