

## 1 Policy History

Revision No.	Council Meeting Date	Minute No.	Adoption Date
1	11/05/2010	0142	11/05/2010
2	26/08/2014	0267	26/08/2014
3	09/06/2020	20/156	17/07/2020
4	09/07/2024	24/182	08/08/2024

## 2 Policy Objective

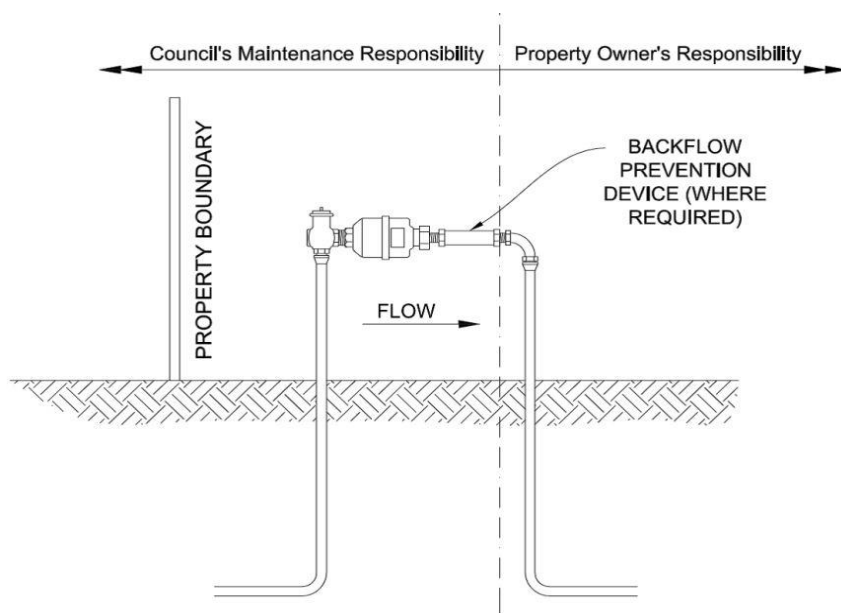
To define Council's and property owner's maintenance responsibilities in relation to the supply of water and sewerage services.

## 3 Policy Statement

### 3.1 Water Services

Once payment of the relevant fees and approval has been given, Council shall provide, or arrange a contractor to provide, the water service connection from Council's water main for a distance up to 30 metres. If Council determines that a water service connection requires an extension beyond 30 metres to ensure the water meter assembly can be located in a safe location, Council shall carry out the appropriate work and the property owner shall bear the additional cost of the water service extension. Payment for such work must be paid as per the price quoted by Council prior to works commencing.

Council's maintenance responsibility of a water service ceases at the outlet of a water meter or the outlet of a backflow prevention device that has been fitted to a water meter by Council staff.



**STANDARD WATER METER ASSEMBLY**  
(METER LOCATED IN PROPERTY)

Council shall perform all water meter upsizing, downsizing and relocations only where the appropriate forms have been completed, approved and all fees and charges have been paid.

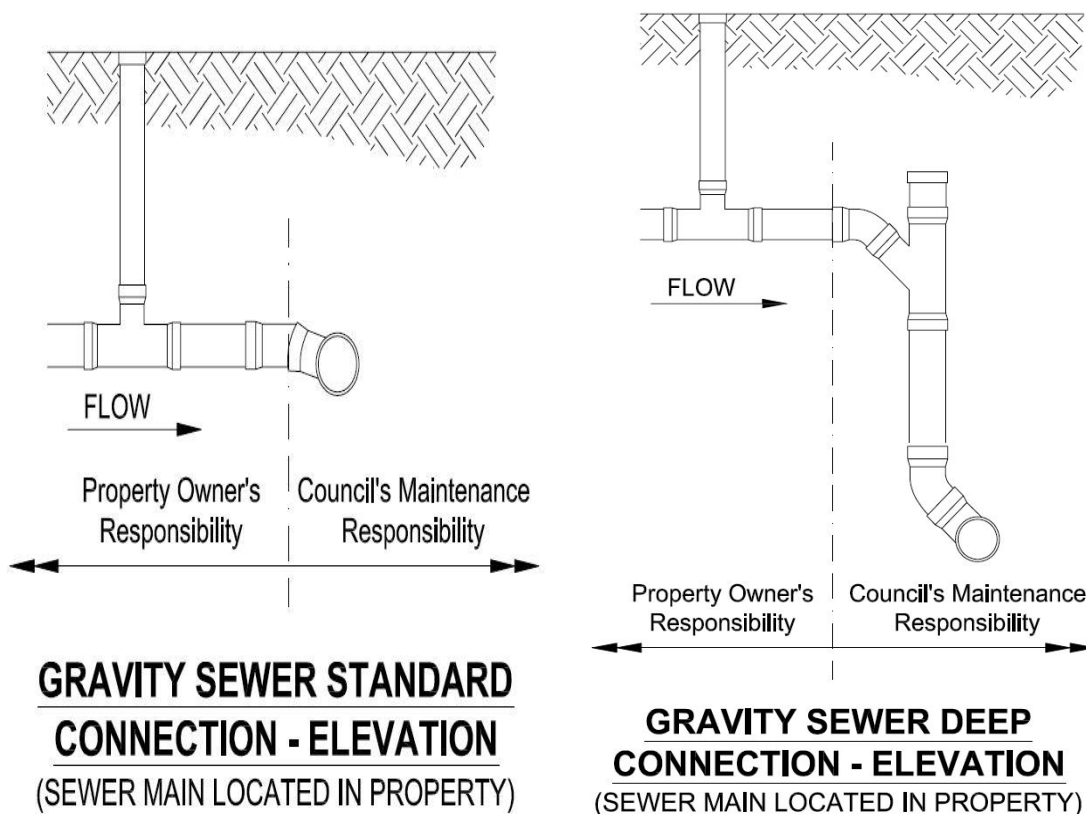
Faulty meters shall be replaced at no cost to the customer. A water meter is determined faulty if:

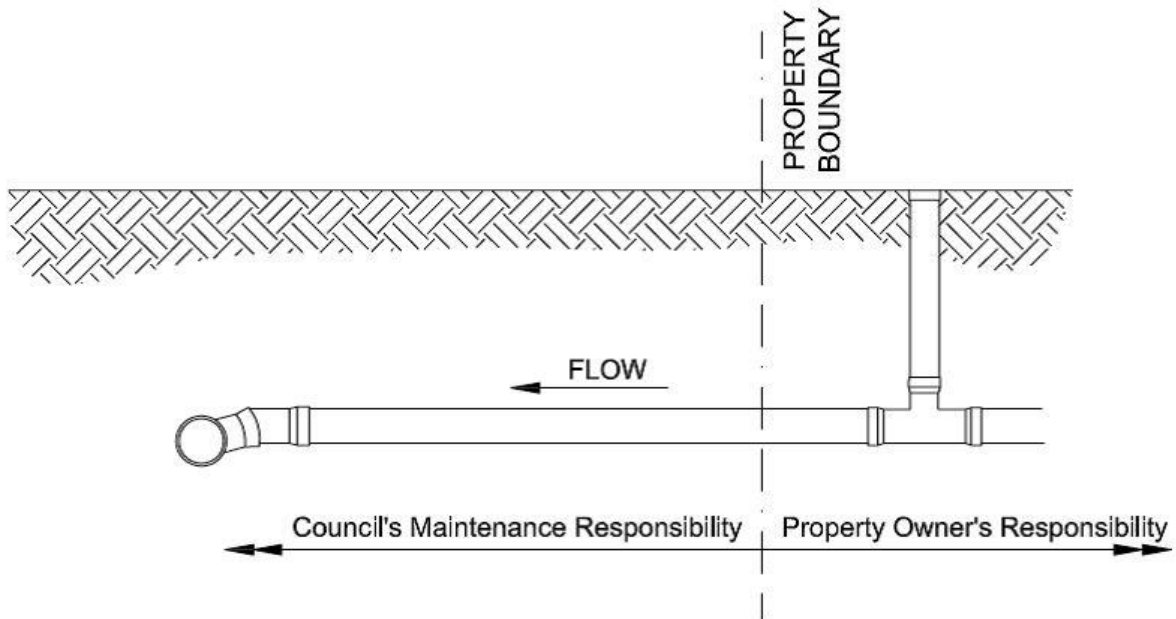
- accuracy is outside +/- 3 %
- is leaking
- is noisy
- has stopped or
- has been vandalised

Where damage to a water meter, backflow prevention device or associated pipework has been caused by the owner's (or owner's representatives) actions, all costs associated with the repair shall be passed onto the customer.

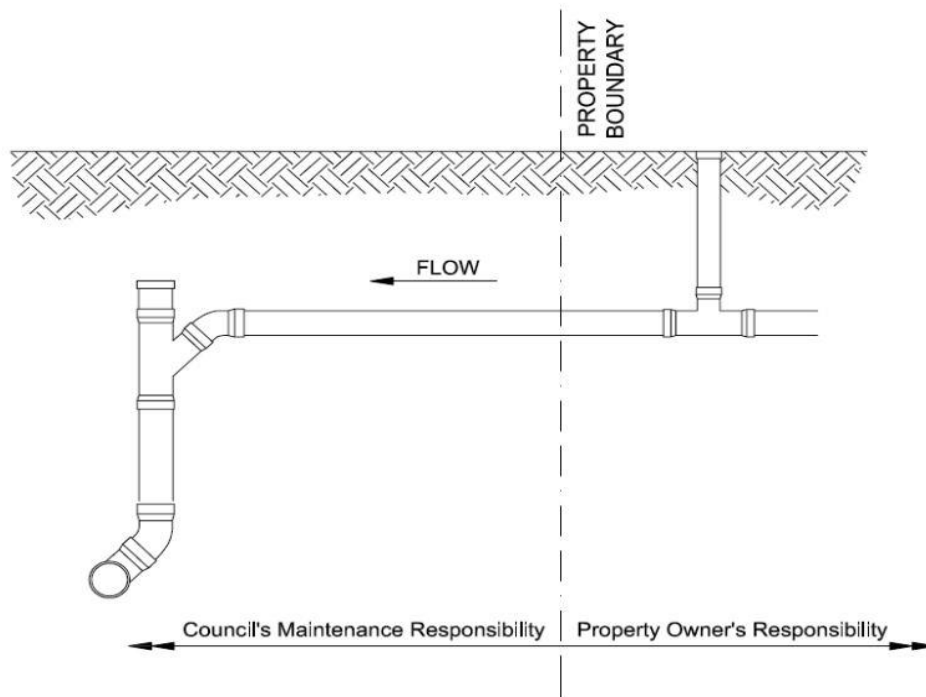
### 3.2 Sewer Connections

Where Council's gravity sewer main is not located within the property, Council is responsible for providing and maintaining a 150mm sewer connection from Council's sewer main to the property boundary. If the gravity sewer main is located within the property, Council is responsible for providing and maintaining a 150mm sewer connection. These connection points shall not be greater than 1.5 metres in depth and Council's maintenance responsibility includes any associated pipe and fittings required to raise the connection depth to 1.5 metres.





**GRAVITY SEWER STANDARD  
CONNECTION - ELEVATION**  
(SEWER MAIN NOT LOCATED IN PROPERTY)



**GRAVITY SEWER DEEP  
CONNECTION - ELEVATION**  
(SEWER MAIN NOT LOCATED IN PROPERTY)

Where pressure sewerage technology is employed, Council is responsible for the maintenance of the pressure sewerage boundary kit. Once the associated tank, pump/s, control panel and pipe work have been installed, Council shall also become responsible for the maintenance of these items. Refer to the pressure sewerage policy.

Where maintenance work on Council's sewer is required and such work interferes with and/or requires alteration to private property, restoration to the private property will be carried out as far as possible to the original condition or by mutual agreement with the owner to some alternate condition. Where Council determines that maintenance or repair work on a sewer was caused by or impeded by owner actions or omissions or a building structure over the inspection outlet, full restoration and associated costs are to be borne by the property owner.

## 4 Definitions

None

## 5 Exceptions

None

## 6 Legislation

Local Government Act 1993

Water Management (Water Supply Authorities) Regulation 2004

## 7 Related Documents

GCC policy – Backflow Prevention

GCC policy – Supply and Charges

GCC policy - Pressure Sewerage

GCC policy - Construction Near Water & Sewerage Assets

AS/NZS 3500 – Plumbing & Drainage

## 8 Directorate

Utilities