Water Supply Policy 2015

1. INTRODUCTION


The Policy outlines legislative framework, limit of responsibilities, water tariff structures, water accounts, concessions and general information relating to Council’s water supply business. The document has also proven to be a useful reference for water supply staff.

2. POLICY STATEMENT AND SCOPE

Port Macquarie-Hastings Council’s adopted Mission is:

“To provide leadership and meet the community’s needs in an equitable and inclusive way that enhances the area’s environmental, social and economic qualities”.

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

The Policy applies to Council activities as well as the activities of Council’s customers and ratepayers and delineates responsibilities of the parties.

3. RESPONSIBILITIES AND AUTHORITIES

The following Council officers are responsible for the adherence to this Policy:

- Group Manager Water & Sewer

The following Council officers may provide support and advice on this Policy:

- Group Manager Water & Sewer
- Water & Sewer Process Manager
- Water & Sewer Operations Manager
- Water & Sewer Planning Manager.

4. REFERENCES

Various Acts and Regulations apply and are referred to in the Policy.

5. DEFINITIONS

A Glossary of Terms is included and referred to in the Policy.

6. PROCESS OWNER

The following Council officers are responsible for the implementation of this Policy:
7. **AMENDMENTS**

Review of this Policy will incorporate relevant legislation and documentation released from relevant State agencies and best practice guidelines.

The Group Manager Water & Sewer is responsible for review of this Policy. This Policy will be reviewed as required and in accordance with current legislation and community expectations.
Below: Cowarra Dam; Cover: Sancrox Reservoir
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<tr>
<td>AS</td>
<td>Australian Standard</td>
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<tr>
<td>Auspec</td>
<td>Standards for construction and design for water supply</td>
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<tr>
<td>Augmentation</td>
<td>To increase capacity of a treatment plant</td>
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<td>AWA</td>
<td>Australian Water Association</td>
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<td>Building Sustainability Index</td>
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<td>Community Service Obligation</td>
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<td>DCP</td>
<td>Development Control Plan</td>
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<td>Department of Public Works and Services</td>
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<td>Development Servicing Plan</td>
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<td>EPA</td>
<td>Environment Protection Authority</td>
</tr>
<tr>
<td>kl</td>
<td>kilolitre (1,000 litres)</td>
</tr>
<tr>
<td>kPa</td>
<td>kilopascals</td>
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<tr>
<td>LEP</td>
<td>Local Environmental Plan</td>
</tr>
<tr>
<td>mg/L</td>
<td>milligrams per litre</td>
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<tr>
<td>ML</td>
<td>Megalitre (1 million litres)</td>
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<tr>
<td>NSW</td>
<td>New South Wales</td>
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<td>PPP</td>
<td>Plan, Pot-Hole and Protect</td>
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SECTION 1

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

Port Macquarie-Hastings Council’s (PMHC) adopted mission is:

‘To provide regional leadership and meet the community’s needs in an equitable and inclusive way that enhances the area’s environmental, social and economic qualities’.

PMHC’s adopted vision is:

‘A sustainable, high quality of life for all’.

PMHC 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 document is to provide general information relating to PMHC water supply. The policy provides general information and does not take precedent over Auspec design and construction specifications, Auspec standard drawings or development conditions, or any other superior legislation or regulation.

1.1.2 Title


1.1.3 Outline

The Water Supply Policy covers those activities relating to the Port Macquarie Hastings water supply system. The Water Supply Policy is supported by PMHC’s detailed Procedures, which are listed in PMHC’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).


1.1.5 Consistency

All PMHC’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 regularly as required to ensure that it is up-to-date with current legislation and community expectations.
1.2 The Legislative Framework

PMHC 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 PMHC’s power to do a range of functions, including those relating to water supply. This includes PMHC’s power to:

- construct water supply works (Chapter 6, Part 3, Division 2)
- specify 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 PMHC (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 PMHC (Chapter 15, Part 5, Division 2)
- exempt certain types of land from water supply charges (some types of land must be exempt, eg. 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), and
- 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 PMHC’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 water bill (Part 5)
- water restrictions, fire hydrants and inspections (Part 6), and
- work to be carried out in accordance with the NSW Code of Practice Plumbing and Drainage (Schedule 1, Part 2).

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 Code of Practice* (Part 2, Division 4, Subdivision 3)

• 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 Code of Practice* (Part 3, Division 3, Subdivision 4), and

• 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* provides for the sustainable and integrated management of water sources in the State and regulates the extraction of water from the natural environment. The Act also contains provisions relevant to PMHC 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* contains provisions relating to the safety of drinking water and the functions of the Chief Health Officer regarding 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 Parks Act 1998

The *Residential Parks Act 1998* sets out the respective rights and obligations of park owners and residents, including the payment of water availability and water consumption charges (Part 4, Division 2).

### 1.2.9 Protection of the Environment Administration Act 1991

The *Protection of the Environment Administration Act 1991* aims to protect, restore and enhance the quality of the environment in NSW, having regard to the need to maintain ecologically sustainable development, to reduce the risks to human health, and prevent degradation of the environment.

### 1.2.10 Protection of the Environment Operations Act 1997

1.2.11 Protection of the Environment Operations Regulation 1998

Councils are required to submit annual national pollutant inventory returns if any of the specified reporting thresholds are exceeded (water contamination issues).

1.2.12 Water Act 2007 (Commonwealth Act)

Under Part 7 of the Water Act 2007, the Bureau of Meteorology is required to collect, hold, manage, interpret and disseminate Australia’s water information. Section 126 of the Act places an obligation on persons specified in the Regulations to give certain water information to the Bureau.

1.2.13 Water Regulations 2008 (Commonwealth Regulation)

The Water Regulations 2008 defines who must give specified water information to the Bureau and the time and format in which it must be supplied. PMHC is identified in this Regulation.

1.2.14 Dams Safety Act 1978

Sets out requirements for management of dams.

1.2.15 Australian Drinking Water Guidelines 2011

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

PMHC is committed to providing water in accordance with the Australian Drinking Water Guidelines 2011.

1.2.16 Australian Standard AS/NZS 3500:2003: 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 onsite plumbing remains with the states and territories. NSW has adopted the NSW Code of Practice Plumbing and Drainage 2006, which is based on AS/NZS 3500, with State variations and additional provisions.

1.2.17 Development Design and Construction Specifications for Water Reticulation

PMHC maintains a suite of Auspec documents including design, specifications, construction and standard drawings. PMHC’s development design specifications and development construction specifications, specifically for water supply, are available for downloading from PMHC’s website.

1.2.18 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.
1.2.19 Plumbing Code of Australia 2011

The *Plumbing Code of Australia (PCA)* is the new technical standard for all plumbing and drainage work in NSW. All plumbing and drainage work in NSW must comply with the PCA. The PCA sets out performance requirements for the design, construction, installation, replacement, repair, alteration and maintenance of plumbing and drainage installations. The new Code replaces the more prescriptive *NSW Code of Practice for Plumbing and Drainage*.

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 2011*. 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 an REP and the REP prevails over a LEP if there is an inconsistency.

1.2.20 NSW Guidelines for Best-Practice Management of Water Supply and Sewerage 2014

The *Guidelines for Best-Practice Management of Water Supply and Sewerage 2014* 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.

1.2.21 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 and 127) of Part 3 of SEPP (Infrastructure) 2007 contains State-wide planning controls relating to water supply systems.

1.2.22 North Coast Regional Environmental Plan

The North Coast REP specifies objectives for the future planning and development of land in the North Coast, as well as specifying regional policies to guide the preparation of LEP’s.

Clause 58 of the REP specifies that a LEP should not permit development for urban purposes unless the PMHC is satisfied that the development will make the most economic use of existing services and the provision of a reticulated water and sewer system will be provided at reasonable cost to each Lot.

1.2.23 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.

1.2.24 Hastings Local Environmental Plan 2011

The *Hastings Local Environmental Plan 2011* has been prepared to guide planning decisions in the Local Government Area.

One of the objectives of the Hastings 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 (DCP’s), 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, PMHC 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 PMHC, generate a need for water supply. Refer to PMHC’s website for more information.

1.2.25 Port Macquarie-Hastings Council Operations Plan

Every year PMHC prepares an Operations Plan outlining PMHC’s activities and revenue policy for the next year. This includes Fees and Charges for all PMHC’s activities, including water supply and reclaimed water. The Operations Plan is exhibited and comments are invited from the public.

1.2.26 Port Macquarie-Hastings Council Development Control Plan 2013

The Port Macquarie-Hastings Development Control Plan (DCP) 2013 makes more detailed provisions to achieve the purposes of the Hastings LEP and specifies criteria that the PMHC takes into consideration.

The DCP includes provisions for energy and water efficient residential buildings.

Refer to PMHC’s website for more information


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

The developer charges cover the cost of providing the water supply capacity either within PMHC’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 PMHC’s Water Supply System

1.3.1 Introduction

PMHC operates and maintains water supply schemes covering area including Port Macquarie, Wauchope, Camden Haven, Telegraph Point, Comboyne and Long Flat:

1.3.1.1 Hastings Bulk Water Distribution Scheme

- includes the integrated bulk water supply pumping station, off-creek storage dams and trunkmain network to Wauchope, Port Macquarie and the Camden Haven region. Up to a maximum of 105ML per day of raw water can be pumped from the Hastings River at Koree Island (5km south-west of Wauchope) dependent on river conditions. The raw water is treated with lime and carbon dioxide (water conditioning) to increase alkalinity and stabilise the pH of the raw water. Fluoridation and chlorination are also completed at the Rosewood Reservoir site, prior to the water being stored in Rosewood No. 2 and No. 3 Reservoirs. The water in Rosewood Reservoir No. 2 and No. 3 is then gravity fed to the 2,500ML Port Macquarie and 10,000ML Cowarra Off-Creek Storage Dams. Water is distributed via 36 reservoirs, 19 water pumping stations, 782km of watermains including both trunkmains and reticulation.

1.3.1.2 Wauchope Water Supply Scheme

- serves Beechwood, Wauchope, King Creek and Sancrox areas. The Wauchope water supply scheme includes an ultra-filtration plant, with bulk water being provided from the Rosewood No. 3 Reservoir. Following ultra-filtration the treated water is then stored in the 5ML Wauchope WTP Clearwater Reservoir and then pumped to the Rosewood No. 1 Reservoir by the Wauchope WTP Clearwater Pumping Station. Water is gravity fed from the Rosewood No. 1 Reservoir to the Beechwood and Bago Reservoirs, a pressure reducing valve also provides a direct feed into the Wauchope township during periods of peak demand. Water is gravity fed from the Bago Reservoir to the Sancrox Reservoir. An inline booster pumping station at Rawdon Island caters for peak day demands into the Sancrox Reservoir.

1.3.1.3 Port Macquarie and Camden Haven Water Supply Scheme:

- **Port Macquarie Water Supply Scheme** - Unfiltered, fluoridated water stored in the Port Macquarie Off-creek Storage Dam is pumped via the large Port Macquarie Dam water pumping station to one of four primary supply Reservoirs in Port Macquarie, namely:
  > Granite Street Reservoir
  > Widderson Street Reservoir
  > O’Briens Road Reservoir, and
  > Transit Hill Reservoir.

In the long term, Port Macquarie’s Mill Hill Reservoir will also be supplied directly from Port Macquarie Dam water pumping station. The interim supply is from one of the Widderson Street Reservoir outlet mains boosted by the Lake Road booster pumping station. Mill Hill supply zone has a small high level boosted zone supplied from the western outlet main via the Mill Hill water pumping station. Transit Hill supply zone also has a small high level boosted zone supplied via the Transit Hill water pumping station.
· **Camden Haven Water Supply Scheme** - in the long term, the Camden Haven water supply scheme will be supplied from Cowarra Dam via a 13,000m 911/750 mm diameter trunk main known as the Southern Arm Trunkmain. The Camden Haven is currently supplied from Port Macquarie Dam via Transit Hill Reservoir. A 450mm trunkmain from Transit Hill Reservoir travels south generally along Ocean Drive distributing water to the Lake Cathie/ Bonny Hills Area (including the Area 14 growth area) and then onto the Camden Haven area. Water in the Port Macquarie-Camden Haven Water Supply Scheme is distributed via 22 Reservoirs, nine water pumping stations, 115km of trunkmains and 610km of reticulation and also services the villages of Kew, Kendall and Herons Creek.

1.3.1.4 **Telegraph Point Water Supply Scheme**
- is sourced from the Wilson River and serves approximately 250 properties. Water is treated at a micro-filtration plant and pumped to a storage Reservoir before being distributed to customers via 16.8km of reticulation.

1.3.1.5 **Comboyne Water Supply Scheme**
- is sourced from the Thone River and serves approximately 136 properties. Water is treated at a micro-filtration plant and pumped to a storage Reservoir before being distributed via 4.8km of reticulation.

1.3.1.6 **Long Flat Water Supply Scheme**
- is sourced from the Hastings River and serves approximately 68 properties. Water is treated at a micro-filtration plant and pumped to a storage Reservoir before being distributed to customers via 4.2km of reticulation.
1.3.2 Delineation of Responsibility

The property owner owns and is responsible for maintaining all pipes and fittings, including backflow prevention devices, between PMHC’s water system and the buildings and taps on the property. This is referred to as the customer’s water system.

While PMHC retains ownership of the water meter through a rental agreement, the property owner is responsible for maintaining the water meter and all pipes and fittings of the water system. The owner is also responsible for any damage to the water meter or damage caused by a failure in the customer’s water system.

Figure 1: Diagram showing Ownership and Responsibility
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

PMHC 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 severe drought or major operational difficulty
• where PMHC is entitled to restrict or discontinue supply, or
• in the case of events beyond PMHC’s reasonable control.

2.1.2 All Water Through an Independent House Service Pipe

Where your property has a direct street frontage to PMHC’s water supply system, you must ensure the connection from PMHC’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 Port Macquarie-Hastings Local Government Area are to be individually supplied and metered in an approved manner in accordance with the Plumbing Code of Australia 2011 and AS 3500.

The installed water meter always remains the property of PMHC. 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 PMHC to other premises (refer Local Government (General) Regulation 2005 clause 156).

2.1.4 Cutting off or Restricting Water Supply

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

• if any water meter used to measure that supply is out of repair or, in the opinion of PMHC, incorrectly registers the supply of water, or
• if any charges in respect of the water supplied to the premises are unpaid, or
• if, in the opinion of the PMHC, that action is necessary because of severe drought or other unavoidable cause or any accident, or
• if the owner or occupier or person requiring a supply of water fails to comply with a lawful order or requirement of the PMHC as to installing water meters or instruments for measuring the quantity of water supplied, or
• if the owner or occupier or person requiring a supply of water fails to comply with a lawful order or requirement of the PMHC to repair or alter water connections, pipes, fittings or fixtures connected to the PMHC’s water supply system, or
• if the occupier of the premises contravenes a provision of Division 3 of this Part or fails to comply with any PMHC order or public notice requiring consumers of water to economise its use in time of drought or scarcity of supply, or
• if the owner or occupier of the premises fails to comply with a requirement of a PMHC order to remove, replace, alter, extend, repair or stop using a water pipe, fitting or fixture.
2.1.5 Drinking Water Quality

PMHC is committed to supplying high quality drinking water which consistently meets or exceeds the *Australian Drinking Water Guidelines 2011 (ADWG)*, our customer’s expectations and regulatory requirements.

To achieve this, in partnership with our customers, NSW Health Department, NSW Office of Water and other relevant Government agencies, PMHC will:

- manage water quality at all points along the delivery path from extraction to the customers tap
- use a risk-based approach in which all potential risks to water quality are identified and effective measures are taken to minimise any threat to drinking water quality
- deliver water in accordance with PMHC’s Drinking Water Management System
- deliver water which complies with the ‘health’ related criteria (microbiological and chemical) contained in the *Australian Drinking Water Guidelines 2011* and works toward achieving full compliance with the ‘aesthetic’ criteria
- maintain regular monitoring of the quality of drinking water and effective reporting to supply timely and relevant information to our customers and regulators
- provide quarterly performance reports to PMHC to be then published on PMHC’s website
- develop and implement appropriate contingency planning and incident response mechanisms
- incorporate our stakeholder needs into our water quality planning and management activities
- participate in water industry forums and research programmes which aim to improve our understanding of water quality issues
- continually review and improve our work practices by assessing the performance of our water supply against criteria including the *Australian Drinking Water Guidelines 2011*
- maintain effective disinfection of the water supply distribution system, including a target level of free chlorine residual +0.5mg/L (ADWG value) and a minimum level of +0.2mg/L (NSW Office of Water) throughout the distribution system
- as directed by NSW Health, PMHC will ultimately achieve and maintain a target level of 1mg/L of Fluoride in the water supply network, and
- ensure all PMHC’s water supply staff and contractors are aware of the importance of maintaining drinking water quality at all times, including the provision of regular water industry training and qualification in these areas.

In summary, the principles in the ADWG are:

- multiple barriers are required to protect drinking water quality
- the most effective barrier is the protection of source waters
- source water should be protected to the maximum practical degree
- water quality should be maintained at the highest practicable quality, and
- water quality should not be degraded even if it complies with guideline values by a safe margin.

PMHC has adopted a risk management approach to the management of water quality in its water catchment areas and source waters. We conduct drinking water quality assessment studies to determine the water quality risks and hazards present by using the following approach:

- a hazard is identified
- objectives are created for hazard management
management strategies are employed
risk associated with the hazard are assessed
processes become better understood
management objectives are reviewed, and
indicators are measured.

Some drinking water quality variations will exist within the Port Macquarie and Camden Haven water supply schemes, which are unfiltered water supplies. Ultra-filtration membrane water treatment is provided at the Telegraph Point, Comboyne, Long Flat and Wauchope water supply schemes.

2.1.6 Drinking Water Pressure

PMHC will endeavour to ensure that drinking water supplied to your property is at a minimum pressure of 200 kilopascals (20 metres head of water) at the point of connection to PMHC’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 are required to install and maintain approved private booster pump arrangements.

2.1.7 Supply of Reclaimed Water

Commercial customers in some areas may be supplied if a separate supply agreement has been entered into with PMHC.

The quality of reclaimed water supplied by PMHC will be specified in the User Agreement with the customer.

Reclaimed water users are required to have a contract (eg. water meter agreement) with PMHC and/or an approved Site Management Plan/User Agreement.

2.1.8 Life Support/Dialysis

In premises connected to the public water supply that require water to operate a home-based life support machine, please notify PMHC. PMHC can then update the list of critical customers and ensure all practical steps are taken to provide an uninterrupted water service.

Advanced notification of any planned interruption to the water supply service can then be arranged. In addition, PMHC will endeavour to contact the resident as soon as possible in the event of any unplanned interruption and make alternative arrangements for supply. For customers on a home dialysis machine requiring water supply to operate, PMHC has also agreed to a reduction in the usage component of the annual water account (refer Section 3 of this document).

2.1.9 Fire Hydrants and Other Fittings

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

An annual test report is required for each private in-ground hydrant installation. Also refer to Sections 3.2.8, 5.1.16 and 5.1.17 of this document.
2.1.10 Reliance on Water Supply

Where sites are heavily dependent on a continuous supply of water (eg. a manufacturing or operational process), it may be prudent to consider contingency arrangements independent of the town water supply in the event of a water supply interruption. Any such arrangements would be at the cost of the individual site owner and may need PMHC approval.

2.2 Factors Affecting Water Supply Service and Infrastructure

2.2.1 Unplanned Interruptions

Every effort is made to ensure reliable service, however in the event of an unplanned interruption to your water supply service, PMHC will 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
- providing an alternative supply of bottled drinking water during such events, and
- flushing the water supply system to reduce the impacts of possible dirty water caused by such events.

Unplanned interruptions include water main breaks and supply interruptions. If you experience problems with your water supply, contact PMHC on 6581 8111 (business hours) or 6583 2225 (after hours).

2.2.2 Planned Interruptions

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

PMHC 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 PMHC’s target levels of service (refer to Item 2.3 in Section 2 of this document).

2.2.3 Repairs and Maintenance

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

2.2.4 Water Conservation Measures

In order to promote sensible water usage practices, PMHC has adopted Water Conservation Measures (refer to Item 4.2 in Section 4 of this document). These form part of Council’s Drought Management Plan (see Section 6 of this document).
2.2.5 Restrictions during Drought or Emergency Situations

PMHC 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, PMHC will publish a notice in a newspaper circulating within PMHC’s area.

See Section 6 of this document.

2.2.6 Restrictions during Major Operational Difficulties

PMHC 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, PMHC 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 PMHC 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 PMHC 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 PMHC on public and private land.

2.2.8 Catchment Areas, Pumping Stations and Reservoirs

The PMHC-owned land including the catchment areas surrounding the water supply off-creek storage dams are restricted areas, to ensure the quality of drinking water supplied to consumers. Public access to these areas is 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.

PMHC maintains an extensive network of telemetry equipment to operate the water supply network. Approaches by external providers for installation of equipment on PMHC telemetry installations or reservoirs will not be considered.
2.3 Water Supply Levels of Service

2.3.1 PMHC's Targeted Levels of Service

The target levels of service for the PMHC water supply system are summarised in the table below. These levels of service are targets that PMHC aims to achieve, and are not intended to form a formal customer contract.

Table 1: Targeted Levels of Service

<table>
<thead>
<tr>
<th>Description</th>
<th>Unit</th>
<th>Level of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Availability of Supply</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Normal Quantity Available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Tier 1 allowance, 20mm meter</td>
<td>kl/property/year</td>
<td>270</td>
</tr>
<tr>
<td>(refer to Section 3.1.1 Tariff Structure)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fire Fighting</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compliance with Building Codes and Fire Brigade requirements</td>
<td>% of service area</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Pressure</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum pressure (measured at a flow rate of 0.15 L/s per tenement at PMHC's watermain adjacent to property boundary)</td>
<td>Metres head</td>
<td>20</td>
</tr>
<tr>
<td>Maximum static pressure</td>
<td>Metres head</td>
<td>90</td>
</tr>
</tbody>
</table>

**Restrictions to Supply (refer to Section 6 of this document)**

**Interruptions**

**Planned interruption**
- Notice to domestic customers: Hours 24
- Notice to commercial customers: Days 2
- Notice to industrial customers: Days 7
- Notice to special customers: Days 7
  (Special customers include schools, nursing homes and home dialysis patients and are given a personal notice)
- Maximum duration: Hours 8
- Maximum frequency: Customers/year 1

**Unplanned interruption**
- Maximum duration during working hours: Hours 6
- Maximum duration after hours: Hours 18
- Maximum frequency: Number/year 2

**Response Times**

**Supply Interruptions**
- Working hours: Hours 1
- After hours: Hours 2

**Minor problems/general inquiries**
- Oral: Work days 1
- Written: Weeks 3

**Time to provide new connection in serviced area**
- For 80% of requests: Working days 20

**Water Quality**
- Microbiological: % of samples 100%
SECTION 3

Water Tariff and Billing

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

3.1.1 Tariff Structure

PMHC’s adopted water supply Tariff structure has the following attributes:

- the Tariff consists of two charges: an annual ‘Access Charge’, and consumption ‘Usage Charge’, i.e.
  
  \[ \text{Your bill} = \text{access charge} + \text{usage charge} \]

- that all properties that have a frontage to a water main, and to which a water service can be provided, will be levied the water supply ‘Access Charge’

- the Tariff applies to all customers irrespective of the end use of the water (i.e. the Tariff applies to residential, commercial or industrial uses) or where the customers live (e.g. rural areas pay the same as urban areas)

- the Access Charge is dependent on the customer’s meter size, being reflective of the customer’s demands on the system, i.e. the bigger the meter, the more water can be supplied

- where customers do not have an individual meter (e.g. older Strata Units) they will be charged as if they had an individual 20mm meter

- where residential customers have been required to install a 25mm water service (e.g. some battleaxe blocks), they will be charged as if they had an individual 20mm meter

- the Usage Charge is applied to the amount of water measured through the water meter

- the Tariff is an ‘inclining block Tariff’ i.e. with a Usage Charge per kl for consumption up to a ‘Usage Threshold’ and an increased Usage Charge per kl over and above the Usage Threshold - these are referred to as Tier 1 and Tier 2 usage charges

- the second-step Tier 2 Usage Charge is set at twice the first-step Tier 1 Usage Charge

- the ‘Usage Threshold’ is set at 270kl for a 20mm meter, being the design quantity for an average residential house

- the ‘Usage Threshold’ is a variable step for other meter sizes, depending on how much ‘capacity’ the customer initially bought through Developer Charges. This would be normally based on the meter size

- for ‘major consumers’ and caravan parks, mobile/manufactured home estates and retirement villages, the relevant step is determined individually based on the Developer Charge methodology, and

- for the purposes of the determination of the variable step, a ‘major consumer’ is defined as:
  
  > a customer with the equivalent of a 100mm or larger water meter (excluding fire meters), or
  
  > a customer who has consumed an average consumption in the last three years of more than 6,750kl/year.

NOTE: Access Charge is sometimes referred to as Availability Charge.

3.1.2 Water Supply Charges

The water supply charges that apply are determined each year through Fees and Charges in accordance with the Local Government Act 1993.
3.1.3 Fire Service Charges

All water consumption through Fire Services is charged at the Tier 1 Usage Charge. The Access Charge for Fire Services is dependent on the meter size (also refer to Sections 3.2.8 and 5.1.16), however at 50% of the Access Charge for normal supply to a property.

3.1.4 Water Consumption

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

3.2 Concessions, Rebates and Variations

3.2.1 Community Service Obligations

In accordance with the Local Government Act 1993, PMHC has resolved to provide a Community Service Obligation (CSO) to the following properties by not charging an Access Charge (Usage Charges still apply when water is consumed):

- land owned by the Crown, not being land held under a lease for private purposes (including if it is leased from the Crown to a caretaker at a nominal rent)
- land within a national park, historic site, nature reserve, state game reserve or karst conservation reserve (within the meaning of the National Parks and Wildlife Act 1974), whether or not the land is affected by a lease, licence, occupancy or use
- that part of land that is the subject of a conservation agreement (within the meaning of the National Parks and Wildlife Act 1974)
- land that is vested in, owned by, held on trust by or leased by the Nature Conservation Trust of NSW constituted by the Nature Conservation Trust Act 2001
- land that is vested in or owned by State Water Corporation and in, on or over which water supply works (within the meaning of the Water Management Act 2000) are installed
- land that belongs to a religious body and is occupied and used in connection with:
  - a church or other building used or occupied for public worship, or
  - a building used or occupied solely as the residence of a minister of religion in connection with any such church or building, or
  - a building used or occupied for the purpose of religious teaching or training, or
  - a building used or occupied solely as the residence of the official head of any religious body in the State or in any diocese within the State
- land that belongs to and is occupied and used in connection with a school (being a government school or non-government school within the meaning of the Education Reform Act 1990), including:
  - a playground that belongs to and is used in connection with the school, and
  - a building occupied as a residence by a teacher, employee or caretaker of the school that belongs to and is used in connection with the school
- land that is vested in the NSW Aboriginal Land Council or a Local Aboriginal Land Council and is declared under Division 5 of Part 2 of the Aboriginal Land Rights Act 1983 to be exempt from payment of rates
• land that is vested in or owned by Rail Infrastructure Corporation, Rail Corporation NSW or Transport Infrastructure Development Corporation, and in, on or over which rail infrastructure facilities (within the meaning of the Transport Administration Act 1988) are installed, and
• land that is below high water mark and is used for any aquaculture (within the meaning of the Fisheries Management Act 1994) relating to the cultivation of oysters.

3.2.2 Pensioner Rebate

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

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.

3.2.3 Secondary Dwellings (‘Granny Flats’)

A secondary dwelling (‘granny flat’) can be defined as an additional structure within the boundaries of a residential property, providing a self-contained habitable dwelling. A secondary dwelling can be separately metered or supplied from the principal residence meter.

To be considered as a secondary dwelling (‘granny flat’), a number of conditions apply, eg. size of structure, nature of use, conditions associated with development. In some cases, the additional dwelling may be considered a dual occupancy/secondary dwelling and may also be subject to payment of developer contributions. Refer to PMHC’s Development & Environment section for further information. Where a ‘granny flat’ is occupied by a dependent relative and where no financial remuneration is paid to the owner of the property, PMHC requires that ratepayers apply annually for classification as a secondary dwelling for water Tariff purposes.

3.2.4 Dialysis Customers

For customers on a home dialysis machine that requires water supply to operate, PMHC has agreed to provide up to 125kl of water per year at no charge, based on quarterly usage.

3.2.5 Hardship Annual Charge Relief

PMHC has made provisions for hardship where customers are able to apply for
an annual charge relief, where it can be substantially proven that the customer is experiencing genuine financial hardship. Each case is treated individually on merit, where the resident is required to provide income and expenditure details. PMHC will consider providing assistance based on information provided.

3.2.6 Access Charge Rebate – Hydraulic Issues

The water Tariff Access Charge is dependent on the customer's meter size. However, there are cases in the past where PMHC has reduced the Access Charge to that applicable for a 20mm water meter for those residential properties that have required a larger meter for hydraulic reasons (battleaxe blocks and low pressure areas). PMHC will continue this rebate and will work with these residential property owners with the view to installing a standard 20mm meter for domestic water supply under the normal meter replacement program.

3.2.7 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 PMHC approval. Also refer to Section 5.1.14 of this document.

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 2011* and AS 3500.

3.2.8 Access Charge – Fire Services

All water supplied for fire services is to be metered and measured. Mains that service fire hydrant or sprinkler systems will be installed with a metered bypass around a check valve in accordance with the *Plumbing Code of Australia 2011* and AS 3500.

Where a property has a fire service, consisting of a hydrant and/or sprinkler system, PMHC will apply a Fire Services Access Charge.

This Access Charge will be 50% of the Access Charge for a normal service with corresponding meter size.

PMHC 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 (also refer to Sections 3.1.3 and 5.1.16).

3.2.9 Variations for Unforeseen Leaks – All Properties

PMHC is responsible for pipes leading up to the water meter. Any plumbing beyond the water meter is considered ‘internal’ and owned by the property owner. Therefore the property owner is responsible for maintaining all pipes and fittings between PMHC’s water meter and the buildings and taps on their property (refer to Figure 1, page 15).

This means the property owner is responsible for the payment of all water charges based on the water that passes through the water meter and recorded on the meter, including on site leaks.

If a customer is unable to pay an account or requires assistance in repaying an unexpectedly large account due to unforeseen leaks, PMHC has made provisions for hardship where customers are able to apply for an annual charge relief, where it can be substantially proven that the customer is experiencing genuine financial hardship. Each case is treated individually on merit, where the resident is required to provide
income and expenditure details. PMHC will consider providing assistance based on information provided. PMHC will consider varying, on a case-by-case basis, water consumption charges for services where:

- the water service is constructed of material approved by PMHC for domestic use, including:
  > copper pipe type A to AS1432 (copper alloy fittings to AS3688)
  > polyethylene (PE) pipe for pressure applications (Blue Stripe PN16), with minimum pressure rating of PN16 to AS/NZS 4130:2003, and

- a defect in the service has occurred which is not readily visible or apparent and PMHC is satisfied that there has been immediate and effective action to make repairs, and

- a copy of the invoice for repairs is provided to PMHC. The invoice must:
  > be from a licensed plumber and include the licence number and a Statutory Declaration
  > show the address where the work was carried out
  > the nature and location of repairs, including the type of pipe material and length replaced
  > a statement that the defect was not readily visible or apparent.

PMHC will not consider a variation for an unforeseen leak for fire services or properties serviced with:

- poly lines (except ‘blue stripe’ drinking water pipe manufactured in accordance with AS/NZS 4130:2003: Polyethylene (PE) pipes for pressure applications, with minimum pressure rating of PN16), or

- designated Private Lines.

The variation to an account, when approved, will reduce the charges to an amount which is the greater of half the charges incurred during the quarter, or the actual charges incurred in the same quarter of the previous year.

Subsequent bills in the financial year will take into account the adjusted amount rather than the metered amount (eg. for calculation of any Tier 2 Usage Charges). Any claims for subsequent leaks must demonstrate that sufficient work has been done to maintain the entire system and include an inspection report by a plumber, supported by a Statutory Declaration, advising that the entire service is in good condition and does not require replacement.

3.2.10 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, PMHC 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. If the previous period is not considered representative of normal consumption, the previous three years for the corresponding period could be reviewed. Otherwise a pro-rata calculation may be considered, for example where the occupant has lived at the property for less than a year.
3.3 Billing

3.3.1 Your Account
PMHC will issue a water account outlining the water supply and its Usage Charge and the water service Access Charge. Residential customers will be sent an account on a quarterly basis, 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.

Because the reading of water meters is staggered throughout the year, the actual water consumption for each financial year is taken as the pro-rata consumption between the meter readings that fall on either side of the end of the financial year.

The water account received after the end of the financial year will show the water consumption that applies for the old water charges and the new water charges.

3.3.3 Overdue Accounts
PMHC charges interest on overdue accounts at a rate set each year by the Department of Local Government in accordance with the Local Government Act 1993.

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

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

3.3.4 Cutting off or Restricting Supply
In accordance with the Local Government (General) Regulation 2005, PMHC 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 PMHC, incorrectly registers the supply of water, or
- if any rates or charges in respect of the water supplied to the premises are unpaid.

If PMHC cuts off the supply of water to premises, PMHC may refuse to supply water to those premises until a water meter is installed on the premises, the water meter registers correctly or the outstanding water charges are paid. PMHC may charge a fee, through Fees and Charges, 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 PMHC may sell the land (including vacant land) if water charges have remained unpaid for more than five years from the date on which it became payable.

3.3.5 Additional Water Meter Readings
PMHC may arrange for an additional water meter reading and estimated water bill outside the normal billing cycle after a request by the customer and the payment of the appropriate fee, as set each year by PMHC through Fees and Charges.
Water Conservation and Demand Management

4.1 The Efficient Use of Water
4.2 Water Conservation Measures
4.3 Water Loss Management
4.4 Community Education
4.5 Rainwater Tanks
4.6 Reclaimed Water
4.1 The Efficient Use of Water

4.1.1 PMHC’s Integrated Approach

PMHC encourages the efficient use of water.

In accordance with the Local Government Act 1993, owners, occupiers or managers must take any reasonable action to prevent waste and misuse of water.

Port Macquarie-Hastings PMHC 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.

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 2014 to increase the proportion of the bill based on usage (refer to Section 3 of this document)
- improving environmental performance (such as reducing water extraction, energy consumption) by reducing waste and misuse of water resources.

PMHC’s Water Conservation & 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 2014 (refer Section 3 of this document)
- Water Conservation Measures, to encourage the efficient use of water and reclaimed water
- minimising losses in the water system, including a meter replacement program
- community education programs
- building code measures including the promotion of State Government initiatives like BASIX, and
- investigating and developing water recycling schemes, such as reclaimed water and effluent reuse to substitute for potable water.

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.

In the Port Macquarie-Hastings Local Government Area, the BASIX policy includes a requirement for all new homes, from single dwellings to high-rise developments, to reduce the amount of drinking water used by 40% compared to homes built prior to the introduction of BASIX. This can be achieved through a range of water saving measures, such as water efficient shower heads, dual-flush toilets, use of reclaimed water, rainwater tanks, greywater treatment systems and more. From October 2006, BASIX also applies to alterations and additions to residential dwellings, swimming pools and spas.
4.2 Water Conservation Measures

4.2.1 Water Conservation Measures

Due to the unrealistic expectation that the water supply will meet the demand of users on an ‘unrestricted basis’, PMHC introduced Water Conservation Measures in 2004 and reaffirmed this decision in 2005, February 2013 and July 2016.

These measures will assist individual customers to reduce and better manage their water use into the long term, thereby reducing capital and operating costs of PMHC and delivering significant environmental and social benefits to the community.

The Water Conservation Measures applicable to the usage of water supply and reclaimed water supply are as follows:

Watering gardens and lawns:
- avoid the use of hoses, sprinklers or water systems between 9am to 4pm
- fit hoses with a water cut-off trigger or control nozzle
- use watering cans and buckets instead of a hose.

Cleaning vehicles, houses, boats and outboard motors:
- fit hoses with a water cut-off trigger or control nozzle.

Topping up swimming pools:
- monitor the filling and topping up of swimming pools and spas at all times so as not to let the pool overflow and waste water.

Cleaning driveways, paths and hardstand areas:
- use brooms, vacuum cleaners or air blowers to remove loose material
- use 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.

All commercial and industrial buildings, building and construction activities and landscaping industries:
- avoid the use of watering systems between 9am to 4pm
- fit hoses with a water cut-off trigger or control nozzle, and
- use reclaimed water for dust suppression.
4.3 Water Loss Management

4.3.1 What is Water Loss?
PMHC is committed to minimising water loss in the water supply system.
Water loss is the amount of water that PMHC 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-registration of customer meters, or
- errors in the water system meters.

4.3.2 Leak Reduction Program
PMHC regularly checks reservoir zones in the water supply system to determine if major leaks are occurring.
PMHC uses its computerised Supervisory Control and Data Acquisition (SCADA) system to monitor flows and reservoir levels in the water supply system. This information is used to target site investigations and leakage surveys where required.
PMHC encourages residents to report any leaks in its water system.

4.3.3 Pressure Reduction Program
PMHC reduces excessive pressure in the system by appropriate reservoir zonings and by installing pressure reducing valves at strategic locations if required.
This reduces the quantity of water lost through leaks and also extends the life of watermains.

4.3.4 Watermain Renewals Program
PMHC has an annual watermain renewals program to replace watermains that are in an ageing or poor performing condition.

4.3.5 Meter Replacement Program
PMHC has a meter replacement program to replace meters that are ageing or no longer reading accurately. The replacement of meters occurs after analysis of PMHC’s entire fleet of meters and is not based on customer requests.
Replacement of 25mm residential meters that are being paid as a 20mm meter with 20mm meters is part of this program.
PMHC will replace the meter at no cost to the property owner under this program and will endeavour to notify residents at the time of replacement and advise that a new meter has been installed.

4.3.6 Customer’s Water System
PMHC encourages property owners to properly maintain the pipes and fittings in their water system and to promptly fix any leaks in their system. For example, a toilet cistern leaking at a rate of 1 litre per minute will add $1,420 to the annual water charge over a 12 month period based on 2015/16 water charges. If the usage threshold has already been met, this figure will double.
4.4 Community Education

4.4.1 Community Education Program

PMHC is committed to an ongoing customer education campaign focussing on the importance of conserving our valuable water resources.

In this endeavour, PMHC will work in partnership with the broader community, environmental groups, schools, local businesses and other government agencies.

PMHC’s Community Education Program is a long-term strategic campaign designed to increase public awareness about water issues and to encourage more efficient use of water and may include:

- static displays at shopping centres and major events
- participation and special displays organised during National Water Week in October
- demonstration of measures already being implemented to minimise the impact on the environment and improve the efficiency and quality of water services provided to the public
- undertaking tours of PMHC’s water facilities to raise awareness of where water comes from, how it gets to the customer’s house and the work done by PMHC staff
- promotion of the National Water Conservation Labelling Scheme, which has been developed to provide customers with reliable information of the relative efficiency of domestic appliances, like shower roses and washing machines
- production of brochures and other materials to inform the community, such as PMHC’s Water Efficient Garden booklet
- involvement of the schools in children education programs and teacher skills workshops, or
- demonstrated water conservation features and educational facilities at the Port Macquarie Reclaimed Water Supply Treatment Plant and Wauchope Water Treatment Plant.

4.5 Rainwater Tanks

4.5.1 Introduction

In areas where a dual reticulation non-potable water supply is not available, PMHC encourages the installation of rainwater tanks retrofitted to homes or as a requirement of BASIX, noting that:

- rainwater is a valuable natural resource that should be collected for household use
- rainwater collection systems also assist to reduce some of the negative impacts associated with stormwater run-off particularly in urban areas
- the use of a rainwater collection system is a way of conserving potable water supplies, as it can provide a water source for a range of household tasks, including toilet flushing, laundry and external uses such as garden watering, topping up swimming pools and car washing
- using rainwater will reduce water bills and reduce community infrastructure costs
• using rainwater can also aid self-sufficiency, providing a back-up supply in case of water restrictions caused by drought, peak supply shortage, or water quality problems
• the NSW Department of Health advise that while PMHC’s water supply remains the most reliable source of good quality drinking water ‘NSW Health supports the use of rainwater tanks for non-drinking uses, such as toilet flushing, washing clothes or in water heating systems’
• 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
• with respect to the long term impact of rainwater on domestic plumbing and hot water services, the NSW Code of Practice for Plumbing and Drainage (3rd Edition 2006) notes that ‘If rainwater is used in a hot water system then the system manufacturer can advise whether the sacrificial anode will need to be changed’.

4.5.2 PMHC Approval

Where approval from PMHC is required, the siting, design and erection of rainwater tanks must be in accordance with PMHC requirements.
All rainwater tanks must be registered with PMHC.
Rainwater Tank Guidelines and standard arrangement installation drawings are available from the PMHC website, (http://www.council@pmhc.nsw.gov.au). Council is to be contacted to determine whether development approval is required.

4.5.3 Exempt Development

The installation of a rainwater tank does not need PMHC approval if the installation meets the requirements set out in State Environmental Planning Policy Exempt and Complying Development.

4.6 Greywater Reuse

4.6.1 PMHC Approval

If customers wish to install and operate a system for diverting greywater generated on their residential premises then the prior approval of PMHC is required.
However, in accordance with the Local Government (General) Regulations 2005, domestic greywater diversion may be carried out without the prior approval of PMHC if:
• it is carried out in accordance with the NSW Code of Practice Plumbing and Drainage 2006, 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, and
> the minimisation of any adverse impacts on the amenity of the premises concerned and surrounding lands.

4.6.2 Owner's Responsibility

As the property owner, if you have a greywater system installed, you are responsible for the impacts of using greywater on your premises. It is your responsibility to meet the performance standards for greywater reuse including that any adverse impacts on the amenity of your property and the surrounding lands are minimised.

‘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.

4.7 Reclaimed Water

This policy refers specifically to the Port Macquarie Reclaimed Water Scheme which undergoes high level treatment/filtration and disinfection at the Hindman Street Reclaimed Water facility. The effluent is treated to a 6-star quality as defined in the Table below.

4.7.1 Aims

PMHC aims to:

• ensure integrated and sustainable water resources management through fit for purpose resource substitution, reducing non-essential uses of potable water
• reduce the amount of effluent discharged into environment, thus protecting land, surface and groundwater resources and public health and amenity
• ensure optimum utilisation of the reclaimed water system
• ensure safe and effective utilisation of reclaimed water
• 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.

4.7.2 Permissible Uses

Permissible uses for Reclaimed Water Supply have been determined by PMHC in accordance with NSW Health Department requirements, including Australian Guidelines for Water Recycling: Managing Health and Environmental Risks.

Reclaimed water use has been approved for the following non-potable purposes only:
Table 2: Reclaimed Water Use

<table>
<thead>
<tr>
<th>PMHC</th>
<th>Approved Tanker</th>
<th>Approved Commercial Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Hand watering irrigation of gardens</td>
<td>• Dust suppression</td>
<td>• Irrigation of gardens (hand watering or Automatic)</td>
</tr>
<tr>
<td>• Uncontrolled public access automatic irrigation of playing fields and Town Green (night time)</td>
<td>No Maximum Specified</td>
<td>• Irrigation of food crops</td>
</tr>
<tr>
<td>• Toilet flushing</td>
<td></td>
<td>• Vehicle washing and detailing</td>
</tr>
<tr>
<td>• Amenities washdown</td>
<td></td>
<td>• Toilet flushing</td>
</tr>
<tr>
<td>• Make-Up water in Sewerage</td>
<td></td>
<td>• Laundry clothes washing</td>
</tr>
<tr>
<td>Dewatering Process</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Water Quality Star Rating

The *Australian Water Association*, with others, has developed a water quality star rating to describe the quality of water, from wastewater with no stars up to 6-star quality that is highly purified water.

**1-star quality water** is the effluent after the wastewater has been screened, undergone some settling and grit has been removed. It is not suitable for discharge without further treatment.

**2-star quality water** is the effluent after the wastewater has had most of the biodegradable organic material removed and usually has been disinfected. It can be discharged into some waterways.

**3-star quality water** is the effluent after the wastewater has had nearly all the biodegradable organic material removed, the nutrient content reduced and has usually been disinfected. It is suitable for discharge to sensitive waterways and can be used for restricted irrigation.

**4-star quality water** is the effluent after the wastewater has undergone more advanced treatment such as artificial wetlands or conventional, multimedia or membrane filtration and other advanced processes. It can be used for industrial processes, irrigation of public areas or crops that might be eaten raw.

**5-star quality water** is water that has undergone sufficient advanced treatment so that it conforms to the Australian Drinking Water Guidelines 2011. It is suitable for drinking.

**6-star quality water** is water that has been purified to such an extent that it is suitable for use in special medical or pharmaceutical applications.

The reclaimed water of Port Macquarie-Hastings Council is 6-star quality water.
4.7.3 Non-permissible Uses

Under existing NSW Department of Health Regulations, the use of reclaimed water is not permitted for the following purposes:

- drinking, cooking or kitchen purposes
- bath, showers, hand basins or personal washing, and
- primary and secondary water contact recreation (for example, swimming pools, playing under sprinklers).

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 *NSW Code of Practice Plumbing and Drainage 2006*.

4.7.4 Section 68 Approvals

All Section 68 applications submitted to PMHC’s Development and Environment Department with proposals for dual plumbing arrangements and use of alternative water sources, are to be referred to the Water and Sewer section, prior to the issuing of the approval.

4.7.5 User Agreements

Each user will be given an *Agreement for Supply and Use of Reclaimed Water*. By accepting the reclaimed water on the property via a metered connection and/or paying the usage account, the user accepts this Agreement. These Agreements for the supply and use of reclaimed water establish terms and conditions that apply to PMHC as the supplier of the reclaimed water and the user of the reclaimed water.

Agreeing and adhering to the terms and conditions set out in the *User Agreement* is mandatory for all users (and premise owners if different from the user) of reclaimed water.

Details of PMHC and User/Owner responsibilities are stipulated in the User Agreement and the key points are summarised in the following sections.

4.7.6 Reclaimed Water Site Management Plans

As required by NSW Office of Water/Health NSW, commercial users will be required to prepare, implement and maintain a *Reclaimed Water Site Management Plan* (with initial help from PMHC staff) to demonstrate acceptable practices for the safe and efficient use of reclaimed water. This plan will be part of the individual user agreements and required to be approved prior to the signing of the agreement.

The *Site Management Plan* shall include:

- site details with appropriate maps
- accurate plans of all on-site plumbing (potable and reclaimed)
- specified uses and application of reclaimed water on-site
- times for reclaimed water use, if required
- run-off controls and stormwater management
- WHS policy/provisions for the use of reclaimed water
- on-site handling of reclaimed water
- maintenance of the reclaimed water system, and
- auditing, monitoring and reporting requirements.
### 4.7.7 PMHC Responsibilities

It is the responsibility of PMHC to:

- install, maintain and repair the reclaimed water system up to and including the reclaimed water meter and conditionally downsizing existing potable water meter on the Site in accordance with AS 3500 and NSW Code of Practice Plumbing and Drainage 2006
- install an authorised testable backflow prevention device (Reduced Pressure Zone Device – RPZD) on all potable water services at the site before delivery of the reclaimed water service
- provide the User with the appropriate number of signs to be displayed at all outlets, valves, apertures and site access points on the Owner/User’s premises, upon the commencement of the reclaimed water service. Replacement signs will be available from PMHC at cost
- use all due care and diligence to ensure, to the best of their ability that reclaimed water is of a quality that meets appropriate guidelines and the supply is uninterrupted except during times of maintenance and/or emergency
- monitor, record and report on the quality and quantity of reclaimed water supplied to the User in accordance with PMHC’s sampling and testing protocol and regime, and
- carry out inspections of Owner/User premises at various stages including at the time of new installations (ie. prior to connection to the reclaimed water supply), annual inspections, at change of ownership of Site, following Site extensions and/or plumbing modifications and at times of emergency.

### 4.7.8 User/Owner Responsibilities

It is the User/Owner’s responsibility to:

- comply with all conditions attached to approval for the use of a private Reclaimed Water delivery system pursuant to Section 68 of the Local Government Act.
- use reclaimed water in accordance with this policy, water conservation measures and the Reclaimed Water User Agreement.
- prepare and implement a Site Management Plan (commercial users) with assistance from PMHC.
- ensure works on private reclaimed water systems, including all pipework are:
  - carried out in accordance with AS3500 and the NSW Code of Practice Plumbing and Drainage 2006; and
  - carried out by a licensed plumber who has attended Port Macquarie-Hastings Council Reclaimed Water Training Course and is currently accredited by PMHC to undertake such work; and
  - designed and installed to prevent any cross-connections between the potable and reclaimed water systems
- seek Section 68 Approvals from PMHC prior to any changes or additions to either potable or reclaimed plumbing systems on site
- ensure approved signage (initially supplied by PMHC) is displayed at all reclaimed water outlets and missing or damaged signage pertaining to reclaimed water is replaced or repaired immediately
- ensure all people who could potentially handle the reclaimed water and associated infrastructure are appropriately trained and briefed on the safe use of reclaimed water and are familiar with the appropriate sections of the Site Management Plan and PMHC’s Reclaimed Water Policy
• ensure all reclaimed water fixtures are in accordance with conditions in the
Agreement for Supply and Use of Reclaimed Water
• allow access to PMHC staff for the purposes of meter readings, inspection,
maintenance and emergency situations
• take out and maintain public liability insurance and workers compensation in
accordance with the User Agreement, and
• participate in dispute resolution in accordance to the procedure documented in
the User Agreement.

4.7.9 Reclaimed Water Meter

The cost of installing the reclaimed water meter for residential premises in designated
dual water supply areas (Area 13 and 14) is included in the standard metered
water service cost. For industrial and commercial premises it is the User/Owner’s
responsibility.
The applicable cost is outlined each year in PMHC’s Fees and Charges.

4.7.10 Reclaimed Water Tariff

The two-tier structure of the reclaimed water Tariff matches that of the potable water
Tariff (see Item 3.1 The Water Supply Tariff).
Similarly, the reclaimed water charges that apply are determined each year through the
For individual residential customers provided with both a water meter and reclaimed
water meter a combined water ‘Access Charge’ ($/pa) will be applied with an
equivalent annual cost to the adopted Water Supply Tariff annual ‘Access Charge’.
Reclaimed water usage will be measured through the reclaimed water meter and the
‘Usage Charge’ ($/kilolitre) will be equivalent to the adopted Water Supply Tariff
‘Usage Charge’.
A combined water and reclaimed water ‘usage threshold’ of 270kl for a 20mm meter
will apply, being the design quantity for an average residential house.
In areas provided with a dual water supply, the threshold will be 135kl each for the
potable and reclaimed water services.
The annual ‘Access Charge’ for non residential reclaimed water customers will be
based upon the reclaimed water meter size.
The ‘Usage Threshold’ for non-residential reclaimed water customers will be based
upon the reclaimed water meter size or the ‘capacity’ the customer initially bought
through Developer Charges.

The Usage Charge and annual Access Charge are currently set at 50% of the charges
applicable for potable water for commercial and business customers connected to the
Port Macquarie Reclaimed Water Supply Scheme.
These charges will also cover the cost of annual testing of the backflow prevention
device installed by PMHC on the User’s potable water meter.
This is a temporary special incentive arrangement to encourage existing non-
residential water customers within the Port Macquarie urban area to convert to the
use of reclaimed water to reduce the demand upon the water supply network. The
pricing/charging will be reviewed.
4.7.11 Billing
PMHC will issue you a water account outlining the reclaimed water that we supply and its Usage Charge and the reclaimed water service Access Charge.
Residential customers will be sent an account on a quarterly basis, unless otherwise agreed. Commercial customers with high water usage may be sent an account on a monthly basis.
The User will be required to pay the reclaimed water bill under the same terms and conditions as the potable water bill, outlined elsewhere in this document.

4.7.12 Policy Implementation
This Policy together with the Agreement for Supply and Use of Reclaimed Water and the Reclaimed Water Site Management Plan form the implementation framework for the supply and use of reclaimed water in Port Macquarie-Hastings local government area and are part of the approval conditions required under Section 60 of the Local Government Act 1993.

4.7.13 Reclaimed Water Documents
The current documents that detail the use of reclaimed water and the operation of PMHCs Reclaimed Water Scheme include:
- Community Education and Awareness Plan V3
- Emergency Response Management Plan V6
- Site Management Plan V10
- Reclaimed Water Quality Management Plan V4
- Reclaimed Water Annual Flier V18
- Reclaimed Water User Agreement V18
- Reclaimed Water MSDS V2, and
- Sec 60 of the Local Government Act 1993.

4.7.14 Reclaimed Water Disconnected From Property
Disconnection from the reclaimed water scheme (and subsequent reconnection to the potable water system) will be considered on a case-by-case basis and in accordance with NSW Health requirements.
SECTION 5

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 PMHC's water supply system, you need to make an application to PMHC. Refer to ‘Water Meter Hire Agreement’ on PMHC's website. A person must not connect in any way to PMHC’s water supply system without the written approval of PMHC. All applications will require the payment of appropriate fees and charges at the time of submitting each application. The type and location of the connection to PMHC’s water supply system is at the sole discretion of PMHC.

The minimum water service for individual residential houses is 20mm. The minimum water service size of business and industrial premises is 25mm. Unless an alternative is approved by PMHC, connection pipework from PMHC’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 PMHC’s water supply system are to be rated for a safe working pressure of at least 1200kPa (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 to be on the property and at the sole discretion of PMHC. PMHC will ensure that the location of the water meter is accessible at all times to PMHC’s meter readers.

For cluster housing single location central metering will be permitted with appropriate easements provided for services and vehicle access.

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

On applying to have a water meter installed you will be charged a once only meter hire charge. For a new, single 20mm meter installation this charge is set each year by PMHC through the Operations Plan process. For multiple services or for water meter sizes greater than 20mm, the charge will be the actual cost of installation.

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

Only PMHC may install water meters that measure the water supplied from PMHC’s water supply system.

5.1.3 Large Water Services

All applications for services larger than 25mm 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, and
- 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 been charged for water supply historically and to which a water service can be provided, a connection fee will be levied equivalent to the headworks contribution applicable at the time of application, less the amount previously paid in water access charges, plus the quoted cost of the installation. Also refer to Section 3.2.7.

5.1.5 Strata and Multi-residential Developments

All individual residential units are to be provided with a separate external (ie. located at the property boundary) or internal water meter to register water usage for each unit. The location of internal water meters will be in Foyer areas, secure and accessible for meter reading, otherwise a remote reading display facility shall be provided by the property owner, at an approved central location, easily accessible by PMHC 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 PMHC water meters are to be provided at the property boundary of each Torrens Title Stratum lot in any new developments
- individual PMHC water meters are to be provided at the property boundary to separate residential and commercial water services within the development site and/or building
- internal water meters are to be provided for each residential and/or commercial unit and a central meter readout station is to be provided adjacent to PMHC’s water meters, and
- a single fire service connection point is to be provided for each building.

5.1.7 Non Connection to PMHC’s Water Supply System

Should a water service connection to PMHC’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 PMHC’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

Where your property does not have a frontage to PMHC’s water supply system, property owners can apply to PMHC to extend the water main and this will be assessed on a case-by-case basis.

If property owners wish to proceed and the application is approved, payment for the extension of PMHC’s water supply system (ie. water main) to an agreed point within the road reserve is required. Appropriate headworks charges, as approved in PMHC’s Development Servicing Plan and any other fees and charges, as calculated and/or set
each year by PMHC through Fees and Charges, will apply. Individual water services along road reserves are no longer permitted.

5.1.9 Designated Private Supply Lines

A number of existing private supply lines have been allowed in the past. In these cases the residence is located a long distance from the PMHC main and water meter, is generally not in a defined water supply service or residential area. Private supply lines may also have been permitted to pass through a number of properties by agreement with adjoining owners. Private supply lines are the responsibility of the owner to maintain, including payment of excess water accounts due to failure of the private line. PMHC no longer supports these types of connections, and new applications will no longer be considered.

5.1.10 Disinfection and Pressure Testing

All new watermains that are to be connected to PMHC’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 PMHC through the Operations Plan process. Every effort will be made by PMHC 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.

5.1.11 Fire Services

Generally, PMHC’s water mains will 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 PMHC’s water supply reticulation and has a fire compartment exceeding 500 square metres in floor area.

New urban residential lots must have full fire hydrant coverage to AS 2419. There is a limited exception for some battle axe lots that fit into the requirements of NSW Fire Brigades Policy No. 8.

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 PMHC’s Development and Environment Division, NSW Fire Brigades and NSW Rural Fire Service will be required.

All proposed fire services plans and requests need to be submitted to PMHC 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 Plumbing Code of Australia 2011). Where this is not currently the case, PMHC will work with these property owners with the view to installing a complying connection, at the owner’s cost.

5.1.12 Water Pressure Certificate

PMHC can provide a water pressure certificate for the hydraulic design of fire service installations, after receipt of the nominated flow rate and the payment of the appropriate fee, as set each year by PMHC through Fees and Charges.
5.1.13 Cross-connection Control

Property owners may need to install a backflow prevention device as part of their connection to PMHC’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 2011* and AS 3500.

All medical related facilities are to have an RPZD as a minimum backflow protection.

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.

PMHC may require existing premises connected to PMHC’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 PMHC with the payment of the appropriate fee, as set each year by PMHC through the Operations Plan process.

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

If PMHC determines that the backflow prevention device is unsatisfactory the owner will be required to repair, maintain, test or replace the backflow prevention device, at the owner’s 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.

5.1.14 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 PMHC (refer to the *Plumbing Code of Australia 2011*).

PMHC will work with existing 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, PMHC 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 PMHC approval (refer to Section 3 of this document).
5.1.15 Easements

In accordance with the Aus Spec Design Manual, the location of water mains that will become part of PMHC’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 PMHC’s approval.

However, where it is necessary, water mains are to be located in an easement in favour of PMHC and be of minimum width five metres. Unless there are compelling reasons to the contrary the water main shall be located in the centre of the easement. Where vehicular access is required along the water main route the easement width is to be not less than 7.5 metres. Easements in rural zoned areas and steep terrain are generally to be 10 metres wide.

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.

5.1.16 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. The hydrant is not to be located in easements or Rights of Carriageway.

Also refer to Sections 3.1.3 and 3.2.8.

5.1.17 Private Water Meters

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

If approved for use in a property owner’s water system, PMHC may sell in-house water meters for a price set each year by PMHC through Fees and Charges.

PMHC may undertake to read private water meters for an appropriate fee as set each year by PMHC through Fees and Charges.
5.2 Meter Issues

5.2.1 Meter Security

The owner of premises on which there is located a water meter connected to PMHC’s water supply system must, if required by PMHC to do so, protect the meter by enclosing it in a box constructed of metal, wood or other strong durable material. The owner of such premises must, if PMHC so requires, deposit with PMHC the key to the water meter or, if it is enclosed in a meter-box, the key to the box immediately after the meter or box is installed.

If the property owner wishes to have a lockable meter valve installed, PMHC will carry out this work.

5.2.2 Meter Testing

If you consider that PMHC’s water meter is not accurately recording water passing through it, you may request that PMHC test the meter after the payment of the appropriate fee, as defined in Fees and Charges.

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, PMHC 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, PMHC 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, provided the corresponding period is considered representative of normal consumption. Otherwise a pro-rata calculation may be considered, for example where the occupant has lived at the property for less than a year.

5.2.3 Meter Replacements

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

PMHC 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.

PMHC 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 PMHC’s water supply system must be through an independent house service pipe and a single water meter (refer to Section 2 of this document).

PMHC 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 PMHC’s adopted standards.

If a property owner wishes to change the size of the installed water meter, they will need to apply to PMHC and pay any applicable fee, as set each year by PMHC through Fees and Charges.

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.

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

Where residential customers have been required to install a 25mm water service (for example, some battleaxe blocks), PMHC will work with the property owner to determine if they can be provided with a 20mm meter, as part of the water meter replacement program.

5.2.7 Water Leakage Investigation

PMHC can undertake an investigation of water leakage in your water system after the payment of the appropriate fee, as set each year by PMHC through Fees and Charges.

5.3 Development Issues

5.3.1 Headworks and Distribution Charges

PMHC has prepared a Development Servicing Plan (DSP) in accordance with Section 64 of the Local Government Act 1994 which details the water supply headworks and distribution charges to be levied upon development areas utilising PMHC’s water supply infrastructure.

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

Potential development areas not included in the current DSP will be 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 Auspec Design Specification
- where the infrastructure is included in PMHC’s Section 64 Water Supply Contribution Plan, the work may be completed by the developer and offset against the contribution for that development. PMHC may elect to undertake the work, in which case, the full contribution is required
- where PMHC undertakes the work, the contribution required will be calculated by PMHC 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 PMHC will result in a nil offset being applied to the work, and
- where PMHC has identified potential future demand for infrastructure over and above that required by the development in question, PMHC may elect to increase the size of the infrastructure and meet the additional cost over and above the contribution calculated.

5.3.4 Extensions and Additions to Existing Developments

All internal hydraulics are to be reviewed and upgraded to current standards in conjunction with the new work.

5.3.5 Additional Water Mains in Roads

Where a development results in the need to upgrade water main pipework, then the applicant is required to fund a new watermain capable of serving the proposed development as well as the existing water main capacity.

Should PMHC request additional capacity then PMHC will contribute to the approved additional cost.

5.3.6 Disconnection of Existing Services Across Boundaries

Where a parcel of land is subdivided, any internal plumbing from the original parent Lot subsequently passing into the annexed Lot, will be disconnected at the boundary.
SECTION 6

Drought Management

6.1 Objectives and Notification
6.2 Water Restrictions
6.1 Objectives and Notification

6.1.1 Objectives

The objectives of the Port Macquarie-Hastings 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, and
- enable PMHC 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).

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

PMHC will update the Integrated Water Cycle Management Strategy by end of 2019. The Strategy will include the following:

- water supply secure yield study
- drought management plan, and
- demand management plan.

6.1.2 Water Conservation and Demand Management

PMHC 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

PMHC 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

PMHC 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

PMHC adopted the ‘North Coast Region Uniform Water Restrictions’ in 2004, which were developed by the North Coast Regional Drought Management Group with the assistance of the NSW Premier’s Department. The North Coast Region Uniform Water Restrictions were then revised in 2014, and were adopted by Council in July 2016. The water restrictions adopted by PMHC have four levels (Level 1 through to Level 4), which can be incrementally implemented to reduce water demands during periods of extended drought conditions.

Emergency Water Restrictions follow on from Level 4 (Severe), and Conditions associated with the use of water would be as directed by Council at that time.

Water Conservation Measures are encouraged at all times. For details see Section 4.2.1.

There are no restrictions placed on reclaimed water, rainwater or bore water use. Signage to denote alternate water use is available upon application from PMHC offices, and must be displayed.

6.2.2 Level 1 Moderate Water Restrictions

Level 1 Water Restriction Measures are:

**Watering gardens and lawns:**
- watering of gardens only on ‘odds and evens’ days matching house numbering system
- no domestic outside use on the 31st day of the month
- use of sprinklers or fixed hoses is banned
- hoses must be fitted with water cut-off trigger or control nozzle
- one hand-held hose or drip irrigation system can be used for a maximum of 1 hour only between 4:00pm and 9:00am on the allocated day (i.e. ‘odds and evens’ days matching house numbers)
- micro-sprays, with nozzles less than 3mm in diameter, may be used for a maximum of 15 minutes only between 4:00pm and 9:00am on the allocated day, and
- watering-cans and buckets can be used at any time.

**Sporting fields:**
- irrigation systems 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 and outboard motors:**
- car and boat washing (on lawn area): washing may occur with a bucket and one hand-held hose (for rinsing only) between 4:00pm and 9:00am on the allocated day
- boat motor flushing: can occur for 5 minutes on lawn area only on day of use; and
- applies to both private and commercial.

\(^1\text{modified by Council Meeting Resolution Item 13.01 of 20 July 2016.}\)
**Topping up swimming pools:**
- one hand-held hose can be used for a maximum of 1 hour only between 4:00pm and 9:00am on the allocated day
- hoses must be fitted with a water cut-off trigger or control nozzle.

**Cleaning driveways, paths and hardstand areas:**
- no chemicals or cleaning products to be used
- brooms, vacuum cleaners or air blowers to be used to remove loose material; and
- washing driveways, paved areas, walls and roofs with hoses is prohibited. Buckets only can be used between 4:00pm and 9:00am on the allocated day.

**All commercial and industrial buildings, building and construction activities and landscaping industries:**
- Dust suppression permitted with reclaimed water only.

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### 6.2.3 Level 2 High Water Restrictions

Level 2 Water Restriction Measures are:

**Watering gardens and lawns:** refer to Level 1 Water Restriction Measures with the exception of:
- one hand-held hose or drip irrigation system can be used for a maximum of ½ hour only between 4:00pm and 9:00am on ‘odds and evens’ days matching house numbering system.

**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 and outboard motors:**
- car and boat washing (on lawn area): washing may occur with a bucket; one hand held hose can be used for rinsing only between 4:00pm and 9:00am on the allocated day (i.e. ‘odds and evens’ days matching house numbers)
- boat motor flushing: 5 minutes on lawn area only on day of use; and
- applies to both private and commercial.

**Topping up swimming pools:**
- one hand-held hose can be used for a maximum of ½ hour only between 4:00pm and 9:00am on the allocated day; and
- hoses must be fitted with a water cut-off trigger or control nozzle.

**Cleaning driveways, paths and hardstand areas:**
- no chemicals or cleaning products to be used
- brooms, vacuum cleaners or air blowers to be used to remove loose material, and
- washing driveways, paved areas, walls and roofs with hoses is prohibited. Buckets only can be used between 4:00pm and 9:00am on the allocated day.

**All commercial and industrial buildings, building and construction activities and landscaping industries:**
- dust suppression permitted with reclaimed water only.
6.2.4 Level 3 Very High Water Restrictions

Level 3 Water Restriction Measures ban all external use of water, including sprinklers, micro-sprays and fixed hoses:
- one hand-held hose for a maximum of 10 minutes only between 4:00pm and 9:00am on ‘odds or evens’ days matching house numbering system
- gardens can be watered by buckets or tank water only
- sporting fields and public gardens may use reclaimed water; and
- plant nurseries, bowling greens and commercial market gardens may only water under a PMHC licence.

6.2.5 Level 4 Severe Water Restrictions

Level 4 Water Restriction Measures ban all external use of drinking water, including sprinklers, micro-sprays, fixed and hand-held hoses:
- gardens can be watered with reclaimed water or tank water only
- sporting fields and public gardens may use reclaimed water; and
- plant nurseries, bowling greens and commercial market gardens may only water under a PMHC licence.

6.2.6 Emergency Water Restrictions

As directed by Port Macquarie-Hastings Council.
Every drop counts
Water conservation measures are in place.

Above: Whizzy the water drop