



Authorised by:	Council
Authorised date:	14/12/2023
Effective date:	14/12/2023
Next review date:	December 2025
File Number:	D2021/154031

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# Port Macquarie-Hastings Council

## Water Supply Services Policy 2023

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# Section 1. - Preliminary Information

## 1.1 About this document

# 1.1 About this document

## 1.1.1 Introduction

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Port Macquarie-Hastings Council (PMHC) is committed to reliably supplying high quality drinking water which consistently meets or exceeds the 2011 Australian Drinking Water Guidelines (ADWG), our customer's expectations and regulatory requirements. This policy replaces the Water Supply Policy 2021 and associated procedural documents.

## 1.1.2 Policy Statement and Scope

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In 2021 Port Macquarie-Hastings Council (PMHC) adopted a vision to create the most liveable, sustainable and innovative place in Australia.

All PMHC's policies are required to comply with the requirements of relevant Acts and Regulations 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.

PMHC has a demonstrated commitment to:

- maintain and implement a water management system that is consistent with the Australian Drinking Water Guidelines and to the satisfaction of NSW Health
- use a risk-based approach to ensure that all potential risks to water quality are identified and effective measures are taken to minimise any threat to drinking water quality at all points along the delivery path from catchment to the customer's tap
- undertake accurate, timely, and meaningful monitoring and reporting to supply timely and relevant information to our customers and regulators that supports confidence in our drinking water supply
- ensure effective incident and emergency response plans are in place, reviewed and executed as required
- ensure all PMHC's water supply staff and contractors involved in the supply of drinking water 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
- respond to customers' concerns in a timely manner
- engage in the development of industry regulation and guidelines, and undertake targeted research and development
- use a Total Water Cycle Management approach to identify issues and inform long-term planning and strategies affecting PMHC, and to continually review and improve our work practices by assessing the performance of our water supply against criteria including the 2011 Australian Drinking Water Guidelines considering our customers, our regulators, and our business drivers.

This policy applies to all PMHC employees and contractors, and to any person or organisation acting for or representing PMHC.

### 1.1.3 Responsibilities and Authorities

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The Group Manager Community Utilities - Planning and Design is responsible and accountable for:

- Implementing and communicating this policy
- Monitoring compliance of this policy
- Ensuring this policy is reviewed and updated to meet external compliance.

The Water Supply Services Policy is applicable to all persons and properties with the Local Government Area who use or access the local water supplies.

### 1.1.4 References

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The Water Supply Services Policy is a local policy made under the *Local Government Act 1993*.

PMHC provides water supply as appropriate to meet 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 listed below:

- Protection of the Environment Operations Act 1997
- Protection of the Environment Operations (General) Regulation 2022
- Australian Standard AS/NZS 3500:2021: Plumbing and Drainage
- Australian Guidelines for Water Recycling: Managing Health and Environmental Risks 2006
- Plumbing Code of Australia (NCC) 2022
- State Environmental Planning Policies
- North Coast Regional Environmental Plan
- Environmental Planning and Assessment Act 1979
- Environmental Planning and Assessment Regulation 2021
- Port Macquarie-Hastings Local Environmental Plan 2011
- Port Macquarie-Hastings Council Operational Plan
- Port Macquarie-Hastings Council Development Servicing Plan 2014
- Australian Drinking Water Guidelines 2011
- Public Health Act 2010
- Local Government Act 1993
- Local Government (General) Regulation 2021
- Fluoridation of Public Water Supplies Act 1957
- PMHC Drinking Water Management System.
- WSA 03-2011 Water Supply Code of Australia Version 3.2

Refer to PMHC's website for more information.

### 1.1.5 Glossary of Terms and Definitions

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ADWG	Australian Drinking Water Guidelines*
AS	Australian Standard
Aus-Spec	Standards for construction and design for water supply
Augmentation	Works to increase capacity of a treatment plant
Backflow	When the water in a pipe is forced to flow in reverse
Backflow Plumber	Personnel with valid backflow prevention accreditation issued by a registered training organisation who can inspect, commission and test medium and high hazard backflow prevention devices

CEO	1st tier management position and titled as such
Council officer	A member of Council staff
Cross connection	Any connection between the potable water supply system to any pipe or fixture, which under some conditions may allow contaminated water or other substances to enter the potable water supply
CSO	Community Service Obligation
Director	2nd tier management position and titled as such
DN	Diameter Nominal (approximate diameter)
DSP	Development Servicing Plan
EPA	Environment Protection Authority
kL	Kilolitre (1,000 litres)
kPa	Kilopascals
LGA	Local Government Area
mg/L	Milligrams per litre
ML	Megalitre (1 million litres)
NSW	New South Wales
PCA	Plumbing Code of Australia
PE	Polyethylene
PMHC	Port Macquarie-Hastings Council
Potable Water	Drinking water
Private service	Includes all water service assets (pipes, fixtures and fittings) on the customer side of the water meter
Recycled Water	Water that has been treated and provided for reuse
Reticulation	A network of pipes supplying water
RPZD	Reduced Pressure Zone Device
Water	Refers to both potable and recycled water unless specified
WSAA	Water Services Association of Australia

\* Australian Drinking Water Guidelines: *Australian Drinking Water Guidelines 2011*, including the framework for management of drinking water quality, as amended or updated from time to time.

### 1.1.6 Process Owner

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The Group Manager Community Utilities - Planning and Design is the policy owner and can be contacted for any information in relation to this policy.

### 1.1.7 Amendments

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This Policy replaces the Water Supply Policy 2021, and the related documents which sat underneath it. This has combined all relevant documents into one single working Policy.

The 2021 Policy is a complete reworking of the Water Supply Policy 2015 and amendments dated 20 July 2016 and 4 December 2018.



## **Section 2. - Services Provided**

**2.1 PMHC's Water Supply Schemes**

**2.2 Delineation of Responsibility**

**2.3 Water Supply Services**

**2.4 Factors affecting Water Supply Service and  
Infrastructure**

**2.5 Water Supply Levels of Service**

**2.6 Backflow Prevention Devices**

## **2.1 PMHC's Water Supply Schemes**

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### **2.1.1 Introduction**

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Port Macquarie-Hastings Council (PMHC) operates and maintains water supply schemes in the areas of Port Macquarie, Wauchope, Camden Haven, Telegraph Point, Comboyne and Long Flat.

### **2.1.2 Hastings Bulk Water Distribution Scheme**

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This scheme includes the integrated bulk water supply pumping station, off-creek storage dams and trunk main network to Wauchope, Port Macquarie and the Camden Haven region. Up to a maximum of 105ML per day of raw/untreated water can be pumped from the Hastings River at Koreae Island (5km south-west of Wauchope) depending on river conditions. The raw water is treated with lime and carbon dioxide (water conditioning) to increase alkalinity and stabilise the pH level. 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 (i.e. without pumps) to the 2,500ML Port Macquarie and 10,000ML Cowarra Off-Creek Storage Dams. Water is distributed via 37 reservoirs, 19 water pumping stations, 832km of watermains.

### **2.1.3 Telegraph Point Water Supply Scheme**

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This scheme is sourced from the Wilson River and serves approximately 250 properties. Water is treated at an ultra-filtration plant and pumped to a storage reservoir before being distributed to customers via 16.8km of reticulation pipelines.

### **2.1.4 Comboyne Water Supply Scheme**

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This scheme is sourced from the Thone River and serves approximately 136 properties. Water is treated at an ultra-filtration plant and pumped to a storage reservoir before being distributed via 4.8km of reticulation pipelines.

### **2.1.5 Long Flat Water Supply Scheme**

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This scheme is sourced from the Hastings River and serves approximately 68 properties. Water is treated at an ultra-filtration plant and pumped to a storage reservoir before being distributed to customers via 4.2km of reticulation pipelines.

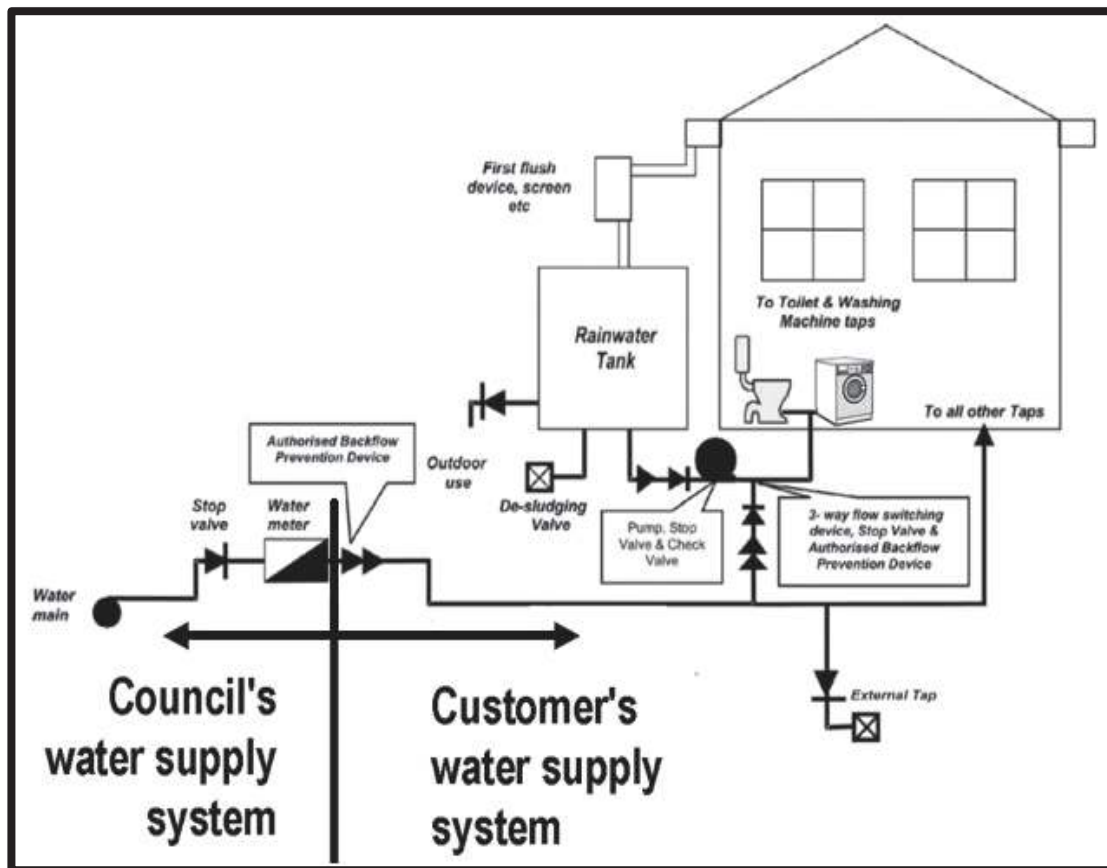
## **2.2 Delineation of Responsibility**

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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'.

PMHC retains ownership of the water meter through a rental agreement. The property owner is responsible for any costs associated with maintaining the water meter and accompanying pipes and fittings. This includes any maintenance or replacement costs. The owner is responsible for any damage to, or theft of the water meter or damage caused by a failure in the customer's water system.

Figure 1: Diagram showing Ownership and Responsibility



\* Note that not all premises will have an additional backflow prevention device or a rainwater tank.

## 2.3 Water Supply Services

### 2.3.1 All water through an independent house service pipe

All properties that have a direct street frontage to PMHC's water supply system must be connected to the PMHC's Water infrastructure by an independent service pipe (refer *Local Government (General) Regulation 2021 clause 152*). All water services connected to PMHC's water supply system must be through an independent house service pipe and a single water meter. PMHC will work with property owners whose water service connection does not comply with this requirement to install a complying connection at the owner's cost.

### 2.3.2 All water connections to be metered

All water services within the PMHC LGA are to be individually supplied and metered in an approved manner in accordance with the current *Plumbing Code of Australia* and *AS 3500.1*. A water meter measures the water supplied directly from PMHC's water supply mains system and must be installed by a Council Officer.

Water meters remain the property of PMHC. It is an offence under the *Local Government Act 1993* to remove, tamper or interfere with the installed meter. Any person found removing, tampering or interfering with the meter may be subject to legal action.

It is the property owner's responsibility to ensure that the water meter connected to a property is not used to measure the quantity of water supplied to any other premises (refer *Local Government (General) Regulation 2021 clause 156*).

### 2.3.3 Supply of drinking water

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PMHC will supply a customer with drinking water to meet a customer's reasonable health and amenity requirements, 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.

### 2.3.4 Cutting off or restricting water supply

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PMHC may cut off or restrict the supply of water to premises (refer *Local Government (General) Regulation 2021 - 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
- the water meter is used to measure use of water on another premises, or
- any charges in respect of the water supplied to the premises are unpaid, or
- in the opinion of the PMHC, that action is necessary because of severe drought or other unavoidable cause or any accident, or
- the owner or occupier or person requiring a supply of water fails to comply with a lawful order or requirement of PMHC as to installing water meters or instruments for measuring the quantity of water supplied, or
- the owner or occupier or person requiring a supply of water fails to comply with a lawful order or requirement of PMHC to repair or alter water connections, pipes, fittings or fixtures connected to PMHC's water supply system, or
- the occupier of the premises contravenes a provision of *Local Government (General) Regulation 2021, Part 6, Division 2* 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.

### 2.3.5 Drinking water quality

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PMHC is committed to supplying high quality drinking water that 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, NSW Office of Water and other relevant government agencies, PMHC will:

- understand, maintain, implement and work to continuously improve a Drinking Water Quality Management System that is consistent with the ADWG 2011, and to the satisfaction of NSW Health;
- 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 at all points along the delivery path from catchment to tap;
- conserve and enhance our water supply catchments so our source water is adequately protected;
- manage water quality at every point from the source to the consumer;

- undertake accurate, timely, and meaningful monitoring and reporting to supply prompt and relevant information to our customers and regulators that supports confidence in our drinking water supply;
- ensure effective incident and emergency response plans are in place, reviewed and executed as required;
- ensure all water supply staff and contractors involved in the supply of drinking water 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;
- welcome customer feedback on water quality issues and respond effectively to meet customer concerns and needs;
- engage in the development of industry regulation and guidelines, and undertake targeted research and development aimed at better understanding and improving drinking water quality;
- use a Total Water Cycle Management approach to identify issues and inform long-term planning and strategy;
- continually review and improve our work practices by assessing the performance of our water supply against criteria including the ADWG 2011 (for health and aesthetic), considering our customers, our regulators, and our business drivers;
- incorporate our stakeholder needs into our water quality planning and management activities;
- maintain effective disinfection of the water supply distribution system

The principles in the ADWG 2011 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 managing known hazards
- management strategies are employed
- risks 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.

### 2.3.6 Drinking water pressure

PMHC will endeavour to ensure that drinking water is supplied to properties 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 small 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 break tank and booster pump arrangements.

### 2.3.7 Life support/Dialysis

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Premises connected to the public water supply that require water to operate a home-based life support machine are requested to notify PMHC. These water meters are also painted blue to allow easy identification. PMHC will ensure all practical steps are taken to provide an uninterrupted water service and advance 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.

### 2.3.8 Fire hydrants and other fittings

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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 AS 2419.

During construction of new Water Mains, where possible, in the first instance hydrants are to be positioned on the line of property boundaries and secondly in the middle of lots. This requirement is set to avoid having hydrants located in future driveways. If a future driveway is constructed over the position of an existing hydrant, relocation of the hydrant will be at the expense of the property owner.

Members of Fire & Rescue NSW and the NSW Rural Fire Service and PMHC's water supply staff are the only persons approved to access or operate fire hydrants. PMHC's water supply staff are the only persons approved to access or operate all other water supply fittings. It is an offence under the *Local Government Act 1993* to remove, tamper or interfere with PMHC water infrastructure without prior approval from PMHC's Water and Sewer Planning section.

Where a development requires a private hydrant for fire coverage, an annual test report is required for each private hydrant installation.

### 2.3.9 Reliance on water supply

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Where sites are heavily dependent on a continuous supply of water (e.g. 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 would require PMHC approval.

### 2.3.10 Water carting

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PMHC provides access to fill points for drinking water and recycled water for approved users. Use of these requires an application and payment of associated fees as outlined in the current Fees and Charges. Water supplied is only to be used within the LGA, and approval and supply of access to water is at Council's discretion.

Use of any water provided from these points and carters utilising this water must be compliant with water conservation measures and any current applicable restrictions. If drought is declared with the LGA, volumes available for access may be limited.

Potable/drinking water supplied is for **domestic uses only**. It must be used to fill a domestic approved drinking water tank. It is not to be used for filling dams, for livestock or for other non-drinking purposes.

Breach of this Policy or any conditions of approval and supply will result in the loss of access to water.

Additional requirements for specific users are given below.

#### Commercial Users:

- Approval will only be given to businesses registered in the LGA or resident for private use
- Any customers applying for access to potable water for on-selling/supply will require an NSW Health Approved (QAP) Quality Assurance Plan before approval will be provided
- Any customers applying for access to potable water for on-selling/supply will also need to be registered as a food business with the NSW Food Authority

#### Private Users:

- Private water access is **only for private use**, not for on-selling of water
- Private water access is limited to 2kL per fill, with a maximum supply of 20kL per month

#### Recycled Water:

- For supply of water for non-domestic/non-potable uses, (such as water for livestock) recycled water must be used
- Further to this, recycled water can only be used for:
  - Dust suppression
  - Stock watering and dairy washdown
- It is not to be used for filling dams, only tanks are to be filled.

## 2.4 Factors affecting Water Supply Service and Infrastructure

### 2.4.1 Unplanned interruptions

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Every effort is made by PMHC to ensure a reliable water supply service however in the event of an unplanned interruption, PMHC will minimise inconvenience by:

- restoring the service as quickly as possible;
- providing as much information as practicable based on the best information available at the time;
- providing an alternative supply of bottled drinking water, if requested, 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 problems with the water supply are experienced, customers can contact PMHC on (02) 6581 8111 (business hours) or (02) 6583 2225 (after hours).

### 2.4.2 Planned interruptions

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Planned interruptions to water supply services are necessary to allow for routine maintenance of the water supply system.

PMHC will endeavour to inform affected customers of the expected time and duration of any planned interruption, prior to the work being undertaken.

### 2.4.3 Repairs and maintenance

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PMHC will leave work areas and immediate surrounds as near as possible to the state which existed prior to the works being undertaken, unless otherwise agreed with the property owner.

Where concrete footpaths or driveways need to be removed or cut into to provide access to Council infrastructure, efforts will be made to minimise the impacted area. Removed areas will be replaced by standard grey concrete with a trowel or broom finish or a contribution of equivalent value can be made to the property owner towards a finish of their choosing.

## 2.5 Water Supply Levels of Service

### 2.5.1 PMHC's targeted Levels of Service

The target levels of service for the PMHC water supply system are summarised in Table 1. These levels of service are targets that PMHC aim to achieve and as such are not considered a formal customer contract.

Table 1: Targeted Levels of Service

Description	Unit	Level of Service
<p>Availability of Supply</p> <p><u>Normal Quantity Available</u> Annual Tier 1 allowance, 20mm meter (refer to Section 3.1.1 Tariff Structure)</p> <p><u>Fire Fighting</u> Compliance with Building Codes and Fire &amp; Rescue NSW requirements</p> <p><u>Pressure</u> Minimum pressure (measured at a flow rate of 0.15 L/s per tenement at PMHC's watermain adjacent to property boundary) Maximum static pressure</p>	<p>kL/property/year</p> <p>% of service area</p> <p>Metres head Metres head</p>	<p>270</p> <p>100%</p> <p>20 90</p>
<p>Interruptions</p> <p><u>Planned Interruption</u> Notice to domestic customers Notice to commercial customers Notice to industrial customers Notice to special customers (Special customers include schools, nursing homes and home dialysis patients and are given a personal notice.) Maximum duration Maximum frequency</p> <p><u>Unplanned Interruption</u> Maximum duration during working hours Maximum duration after hours Maximum frequency</p>	<p>Hours Days Days Days</p> <p>Hours Customers/year</p> <p>Hours Hours Number/year</p>	<p>24 2 7 7</p> <p>8 2</p> <p>6 18 2</p>
<p>Response Times</p> <p><u>Supply Interruptions</u> Working hours After hours</p> <p><u>Minor problems/general inquiries</u> Oral Written</p> <p><u>Time to provide new connection in serviced area</u> for 80% of requests</p>	<p>Hours Hours</p> <p>Working days Weeks</p> <p>Working days</p>	<p>1 2</p> <p>1 3</p> <p>20</p>
<p>Water Quality</p> <p>Microbiological</p>	<p>% of samples</p>	<p>100%</p>



## 2.5.2 Catchment areas, pumping stations and reservoirs

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Public access to PMHC owned land, including catchment areas surrounding the water supply off-creek storage dams, is restricted and strictly controlled to ensure the quality of drinking water supplied to consumers. Similarly, public access to other water supply sites and infrastructure including river intakes, pumping stations, water treatment plants and reservoirs is 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.

## 2.6 Backflow Prevention Devices

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'Backflow' is water that flows backwards into our pipes after a property has used it. Backflow can occur in two ways; backpressure and back-siphonage. Backflow can cause a health threat because of potential contaminants (e.g. chemicals, pesticides, bacteria, and industrial waste) that can flow into drinking water as a result. That's why prevention of backflow and cross connection is so important, and why backflow prevention containment devices must meet our connection requirements.

Cross connections occur when a non-drinking water supply is physically connected to the drinking water supply network. This can allow potentially harmful liquids or gases to enter the drinking water.

Every water meter supplying water to a domestic or commercial property must have some form of Backflow Prevention Device (BPD) installed to protect PMHC water supply from possible contamination.

All properties connected to Council's water supply system are required to be risk assessed and have an applicable site containment backflow prevention device installed. The risk assessment should address the requirements of our Site Containment Backflow Prevention Standard to determine if the property is a high, medium or low hazard risk to the drinking water supply.

PMHC provides Dual Check Valve water meters which incorporates a low hazard backflow prevention device on service 20mm & 25mm at time of connection.

For medium and high hazard water connections or services above 25mm in size, it is the responsibility of the property owner to install and maintain an appropriate testable backflow prevention device at the property boundary for site containment protection purposes in accordance with AS/NZS 3500.1.

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

All properties connected to our water supply system are required to be risk assessed and have an applicable site containment backflow prevention device installed. The risk assessment should address the requirements of our Site Containment Backflow Prevention Standard to determine if the property is a high, medium or low hazard risk to the drinking water supply.

### 2.6.1 Testing requirements

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If you have a testable backflow prevention device(s) installed at the water meter you must have the device tested every 12 months by a backflow plumber. The test results will need to be submitted to PMHC using our online lodgement system. Annual testing ensures that the backflow prevention device continues to operate correctly. PMHC can undertake this work after payment of the applicable fee, as set each year by PMHC through *Fees and Charges*.

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

All backflow prevention devices installed for the purpose of site containment must be registered with PMHC, with payment of the applicable fee, as set each year by PMHC through *Fees and Charges*.

Backflow prevention devices 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.

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. A licenced plumber shall carry out any works related to the house water supply system.

# Section 3. - New Connections and New Developments

- 3.1 New Water Connections
- 3.2 Water Metering
- 3.3 Augmentation of Water Supply System

## 3.1 New Water Connections

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Prior to the provision of a water service, the customer must demonstrate the following (where applicable):

- Headworks charges have been paid (if applicable)
- Section 68 approval has been granted
- The water will be used for an approved or appropriately exempt purpose
- The requested location onsite (with consideration of Council's requirements for meter/service location)

For provision of a water service, headworks charges may be applicable, and an allowed/approved use for the water supplied must be supplied to Council.

### 3.1.1 Water services installation

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An application is required to connect to PMHC's water supply system. Refer to 'Water Meter Hire Agreement' on PMHC's website.

The type and location of the connection is at the sole discretion of PMHC. The installation of water services off Council Trunk Water Mains, will only be permitted at the discretion of the Community Utilities Design and Development Manager.

The minimum water service for individual residential and some small business connections is DN 20 (internal diameter of not less than 15mm). Commercial/business connections require a hydraulic assessment to confirm the service size is adequate. The minimum water service size for industrial premises must be DN 25 unless justification is provided in the form of hydraulic calculations by a suitably qualified hydraulic consultant.

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 or PE100 PN16 polyethylene pipe (refer to PMHC Aus Spec).

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 purpose in accordance with the relevant Australian Standard.

Under the Local Government Act 1993, a section 68 approval is required for the provision of a water service.

### 3.1.2 Water meter installation

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Water meters are to be located within the property boundary, at the discretion of PMHC, and installation is to be done by PMHC Officers. The property owner must ensure the meter is always accessible to PMHC's water meter readers, which may include to make provision of boundary fences and wall recesses and/or fence setbacks.

When meter installation is requested, the location is to be included in the application. In addition to the above, the applicant must ensure that the location is appropriate for the property (e.g. not where buildings or driveways are planned) and within the property boundaries (a formal survey may be required to peg the property boundary).

Installation of a bollard may be required to protect the water meter as directed by PMHC. For cluster housing or multiple dwellings on a single site, single location central metering is permitted with appropriate easements provided for services and vehicle access. For multiple dwellings on a single site, if the dwellings qualify for individual Council water services/meters, they must meet the Aus-Spec metering installation specifications.

The charge for a new, single 20mm meter installation is set each year in PMHC's Fees and Charges document. For multiple services or for water meter sizes greater than 20mm, the charge will be the actual cost of installation.

Under *the Local Government Act 1993*, a section 68 approval is required for the installation of a water meter.

PMHC staff may enter private property to affect any necessary alterations, repairs to or replacement of the water service or water meter. Only PMHC staff may install, alter, maintain or remove water meters.

### 3.1.3 Large water services

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

- hydraulic calculations by a suitably qualified hydraulic engineer that address flow, pressure and velocity requirements of AS3500.1;
- 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.

### 3.1.4 Properties previously not rated for water supply

Properties that can be provided with a water service but have not been charged for water supply historically will be charged 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.

### 3.1.5 Strata and multi-residential developments

Multi-residential developments include multi-storey, Strata, Community Title, Manufactured Home Estate, and integrated housing developments. Each occupancy within a multi-residential development must have their own individual isolation valve and an individual meter located in a position approved by PMHC (refer to the current *Plumbing Code of Australia and AS3500*).

All individual residential units are to be provided with a separate external (i.e. located at the property boundary) or internal water meter to register water usage for each unit with a master meter at the boundary. In the latter scenario, Council has no ownership or responsibility of the internal water meters.

- 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.
- individual water meters are to be provided at the property boundary to separate residential and commercial water services within the development site and/or building;

### 3.1.6 Torrens Title developments

Individual water meters are to be provided at the property boundary of each Torrens Title with the exception of lots designated for future subdivision (i.e. parent lot of large developments).

### 3.1.7 Non-connection to PMHC's water supply system

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Where a property has an alternative onsite water supply source which meets all statutory and guideline requirements including those of NSW Health and Fire & Rescue NSW, the property will only be levied the minimum water 'Access Charge' (i.e. residential 20mm or business/industrial 25mm water 'Access Charge').

Application of the water 'Access Charge' is based on the following provisions:

- fire-fighting coverage and protection is still available and provided by PMHC's hydrants within the street frontage to the property; and
- the area is within the designated water service area and PMHC has made a capital investment to provide the opportunity to connect to town water.

Should a water supply service connection be required in the future, the applicable water supply headworks and distribution charges are required to be paid. The amount is credited with any previous payments for headworks and distribution and/or annual water access charges.

### 3.1.8 Water connections in rural areas

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Where a property does not have frontage to PMHC's water supply system, property owners can apply to PMHC to extend the water main. If a property owner wishes to proceed and the application is approved, payment for the extension of PMHC's water supply system (i.e. water main) to an agreed point within the road reserve is required and is to be paid for by the applicant. Applicable 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 traversing parallel to the road are not permitted without formal approval from PMHC's Community Utilities Design and Development Manager.

### 3.1.9 Designated private supply lines

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PMHC no longer supports these types of connections, and new applications will not be considered.

A number of existing private supply lines have been allowed in the past. In these cases, the property residence is located a long distance from the PMHC main and water meter and 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.

### 3.1.10 Fire services

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Generally, PMHC's water mains are located on a public road, public reserve/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 and has a fire compartment exceeding 500 square metres in floor area.

Current urban residential release areas shall have hydrants installed to comply with Fire & Rescue NSW's guideline *Fire Hydrants for Minor Residential Development (2016)*. The maximum design spacing for hydrants is 60 metres.

Where fire service coverage from a street fire hydrant is not practical, either a private fire service or a tank storage alternative acceptable to PMHC's Development and Environment Division, Fire & Rescue NSW and NSW Rural Fire Service will be required.

All proposed fire services plans and requests must be submitted to PMHC after they have been certified by a suitably qualified hydraulic consultant and either Fire & Rescue NSW or NSW Rural Fire Service as relevant.

All fire hose reels shall be connected to a metered service (refer to the current *Plumbing Code of Australia*). Where this is not currently the case, PMHC will consult with property owners with the view to installing a complying connection, at the owner's cost.

### 3.1.11 Water Pressure Certificate

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PMHC can provide a water pressure certificate for the hydraulic design of fire service installations, after receipt of the PMHC application form with the nominated flow rate and payment of the applicable fee, as set each year by PMHC through *Fees and Charges*.

### 3.1.12 Easement for water service

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The location of water services in easements other than a vehicular access-related easement for the property being served will not be permitted due to the risk of undetected interference with the water service. This can happen 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.

### 3.1.13 Private water hydrants

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Where a property owner installs a private water hydrant within their internal water system, all associated maintenance costs are the responsibility of the property owner. This includes the backflow prevention device (single detector-check), gate valves, pipework and associating coating (i.e. maintaining red paint).

Where underground hydrants are installed in a private 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.

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.

### 3.1.14 Design of Water Mains

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For mains located in road reserves whereby roads are cut into the hillside, mains shall be on the cut or highside to best utilise road drainage and limit the risk of consequential damage from pipe failure.

## 3.2 Water Metering

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This section outlines information and requirements, in addition to the relevant legislation, for water meters in the PMHC Local Government Area - this is applicable to both potable and recycled water meters. Note there are further specifications around recycled water fittings detailed in the Recycled Water Policy 2023.

Water meters are hired by owners but remain the property of PMHC. The property owner is responsible for ensuring the security and accessibility of the meter for reading and maintenance requirements.

### 3.2.1 Meter security

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The owner of the premises on which the water meter is located must, if required by PMHC to do so, protect the meter by enclosing it in a lockable box constructed of metal, wood or other strong durable material.

The owner of the premises must 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, application is to be made to PMHC to carry out this work at the property owner's expense.

### 3.2.2 Meter replacements

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PMHC has a water meter replacement program to ensure accurate recording of water usage through each water meter. PMHC will replace the meter at no cost to the property owner if the meter:

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

The meter replacement program run by PMHC endeavours to replace all meters in line with manufacturers recommendations. Other factors which may impact the timeline for exchange include the meter read/volume which has passed through the meter and the environment the meter is in (e.g. whether it is corrosive). Generally, recommendations are to change out meters every 10 - 15 years, depending on the size of the water meter.

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

PMHC can test your water meter if you feel it is not recording water usage accurately - please complete the application form on our website and make payment of the applicable fee, as set out each year by PMHC through *Fees and Charges*. Also see section 4.2.10 Meter testing.

### 3.2.3 Meter relocation

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All water service and water meter relocations are at the owner's expense. There are set requirements in Council's Aus-Spec (found on Council's website) regarding the location of metering, including proximity to boundary and interactions with any other utilities.

### 3.2.4 Water meters in pits

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Due to the associated health and safety risk of the installation and maintenance of meters in pits whereby pits can fill with water, mud, sand and silt, provide areas for pests and vermin to create nests, water meters will only be installed at the discretion of PMHC and assessed on a case-by-case basis.



In the circumstance where installation or lowering into a pit is approved and completed, the property owner is responsible for maintaining the pit to ensure that the meter can be easily accessed to be read and maintained, if required.

### 3.2.5 Upsizing/downsizing meters

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The size of water meters is based on hydraulic considerations. If a property owner wishes to change the size of the installed water meter, an application, with payment of the applicable fee can be made to PMHC for a quote to undertake the works. The application must be accompanied by hydraulic calculations signed off by a suitably qualified hydraulic consultant. PMHC do not permit the splitting of 20mm water services for Dual Occupancies.

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 (e.g. some battle-axe 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.

### 3.2.6 Private water meters

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

If approved for use in a property owner's water system, PMHC sell in-house water meters for an applicable fee, as set each year by PMHC through *Fees and Charges*. Private sales will not be considered after this 2023/2024 Financial year.

Privately owned meters can be installed downstream of the Council owned meter, within the property boundary. As these meters are within the private plumbing infrastructure, they are not registered in the PMHC system, meaning they do not attract an access fee as they are not owned, maintained or read by PMHC.

Under some circumstances PMHC can read private water meters for an applicable fee, as set each year by PMHC through *Fees and Charges*. Customers can contact Council to request private water meter reads, and the approval of this request is at the discretion of the water billing and Utilities teams. Reading of internal water meters will only be undertaken if the following criteria is met:

- The location of internal water meters is in foyer areas, secure and accessible for meter reading, otherwise a remote reading display facility shall be provided by the property owner;
- The meters can be easily accessible by PMHC water meter readers; and
- Installation meets the relevant Council and Australian Standards.

## **3.3 Augmentation of Water Supply System**

### **3.3.1 Standards and Specification requirements**

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#### ***3.3.1.1 National Codes Initiative***

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The Water Services Association of Australia (WSAA) has developed a series of national codes of practice covering the design and construction of water infrastructure. Benefits of these national codes include:

- Facilitation of consistent national reform and regulation of the water industry;
- Provision of a transitional mechanism for sharing water-industry specialist expertise as internal water resources diminish;
- Provision of a common technical reference for the development of industry training and skills accreditation programs for private sector suppliers;
- Enhancement of the mobility of suppliers, e.g. designers and constructors, by reducing parochial technical impediments to trade; and
- Improvement of the Australian water industry's interface with international companies.

#### ***3.3.1.2 PMHC's Codes***

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With these benefits in mind, PMHC has progressively adopted the following codes as the foundation to its technical specification (Aus-Spec Design Specifications) for the design and construction of water assets in the PMHC LGA:

- WSAA Polyethylene Pipeline Code - WSA01-2004
- WSAA Water Reticulation Code of Australia - WSA03-2011 V3.1
- WSAA Pressure Sewerage Code of Australia - WSA07 - 2007 V1.1

PMHC is currently updating the current Supplement to each Code, which will contain additional information to cover:

- PMHC's detailed requirements for specific matters, which the Code anticipates individual water agencies will address; and
- Variations to the Code where its requirements are not compatible with PMHC's specific requirements.

The design of any augmentation works required is to be based on guidelines contained within the Aus-Spec Design (ASD) Specification. The ASD Specification currently consists of a supplement Code to accompany the WSAA Water Reticulation Code of Australia - WSA03-2011 V3.1 and includes a suite of ASD design drawings, which can be found on PMHC's website.

### **3.3.2 Headworks and distribution charges**

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Headworks and distribution charges are applicable as described in Section 4.4 for any planned augmentation of PMHC's Water Supply System.

### **3.3.3 Water Management Act Approval**

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Where Council has assessment that the proposed development is required to augment water supply infrastructure, the following conditions will apply:

- the design of the augmentation works required shall be based on guidelines contained within the Aus-Spec 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 a contribution offset 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.

### 3.3.4 Extensions and additions to existing developments

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All internal hydraulics not compliant with current *Plumbing Code of Australia* standards and/or presenting a health and safety risk, will be required to be upgraded in line with current *Plumbing Code of Australia* and AS 3500.

### 3.3.5 Additional water mains in roads

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

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

### 3.3.6 Disconnection of existing services across boundaries

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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.

### 3.3.7 Disinfection and pressure testing of new watermains

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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 in accordance with PMHC requirements and Disinfection Policy. Developers must apply to PMHC using the appropriate form and pay the applicable fees and charges for this work, as set each year by PMHC (through *Fees and Charges*).

The planning of new water connections will require consultation with PMHC Water and Sewer to confirm:

- maximum time available to complete the connection
- time of day the connection must be completed (e.g. nightworks, 9am-3pm, weekend) to minimize disruption to the existing networks
- during water connections, provision of water tanker/s (or similar as required) by the contractor to ensure continuity of the water supply/sewerage system during connections (under the direction of PMHC Water and Sewer representative).

For each water connection, a proposed connection methodology is to be submitted to PMHC Water and Sewer for approval at least 21 days prior to the proposed date of connection.

The methodology must include:

- an hourly timeline of activities to be undertaken by the Contractor,
- activities to be undertaken by PMHC Water and Sewer,
- measures to be implemented to ensure continuity of water supply system during connections
- contingencies to implement in case of the unforeseen circumstances to ensure connection works are completed within the required timeframe

PMHC Water and Sewer will compile and deliver Service Disruption Notices to affected customers to comply with PMHC Service Standards. These Notices will be based upon the proposed connection methodology supplied by the Contractor.

During water connections, all fittings/pipe used in connections must be spray chlorinated using contact disinfection (1000 mg/l Sodium Hypochlorite) as per PMHC Watermain Disinfection Operating Practice V1.0 (Appendix to PMHC WSA Supplement).

### 3.3.8 Easement creation for watermains

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In accordance with the *Aus-Spec Design Manual*, the location of watermains that will become part of PMHC's water system on private property is to be avoided. Where a watermain 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.

Where watermains are located in an easement in favour of PMHC they must be a minimum of five metres wide. Unless there are compelling reasons to the contrary the watermain 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.

### 3.3.9 Protection of pipelines and easements

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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. PMHC also provides an online mapping application on our website which enables enquiry about our underground services. 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 as 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.

## Section 4. - Water Charges and Billing

- 4.1 Water Supply Charges
  - 4.2 Concessions, Rebates and Variations
  - 4.3 Billing
  - 4.4 Other Water Charges
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## 4.1 Water Supply Charges

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Port Macquarie-Hastings Council (PMHC) adopts a water supply tariff structure consistent with the principals outlined in NSW Department of Industry Best-Practice Management of Water Supply and Sewerage Guidelines. The water billing system consists of two charges: an annual 'Availability Charge', and consumption 'Usage Charge', i.e.:

$$\text{Water Supply bill} = \text{availability charge} + \text{usage charge}$$

The fee structure is based on an 'inclining block tariff', with a Usage Charge per kL for consumption up to a set 'Usage Threshold' and an increased Usage Charge per kL over and above the Usage Threshold - referred to as Tier 1 and Tier 2 usage charges. The Tier 2 Usage Charge is set at twice the Tier 1 Usage Charge. The tiered charging system is used under the Best Practice Guidelines to promote sustainable water conservation practices from all residents.

These water supply charges are determined each year by PMHC through *Fees and Charges* in accordance with the *Local Government Act 1993*. They can be viewed on PMHC's website.

### 4.1.1 Availability charge

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An Availability Charge (sometimes referred to as an Access Charge) is applicable to all properties fronting a water main to which a water service can be provided. The property must be located within the Water Supply Service Area as outlined within the Developer Servicing Plan (DSP).

The Availability Charge amount is dependent on the customer's meter size, and increases according to the meter size. The access charge increases with meter size - the larger the meter size, the more water that will be allocated under the Tier 1 usage rate (refer section 1.1.2). If an Access Charge is applicable but there is not yet a water meter on site, the charge will be for the minimum service size (the equivalent of a 20mm water meter and service).

Customers that do not have an individual meter (e.g. older Strata units) are charged as if they had an individual 20mm water meter.

### 4.1.2 Usage charge

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The Usage Charge is applied to the amount of water measured through the water meter. It is charged based on kilolitres of water used and is based on a two-tier tariff. Tier 1 rates per kilolitre are charged up to a set 'Usage Threshold' and Tier 2 rates are charged when annual consumption exceeds the set level, and for the remainder of that financial year. Annual water consumption for a property is based on the water meter readings taken during that year.

For example, the Usage Threshold for a 20mm service is currently set at 270kL per annum. For every kilolitre up to 270kL, the Tier 1 rate is charged. For every kilolitre used over 270kL, the Tier 2 rate is charged. The 'Usage Threshold' is based on water meter size - the larger the meter, the more water that will be allocated under the Tier 1 usage rate.

### 4.1.3 Major water users

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For major consumers of water such as caravan parks, mobile/manufactured home estates and retirement villages, the Usage Threshold may be determined individually based on the Developer Charge methodology. Any changes to a customer's Usage Threshold will result in a subsequent change in the applicable Access Charge.

To determine the water Usage Threshold, a 'Major Water User' is defined as a customer:

- with the equivalent of a 100mm or larger water meter (excluding Fire Services), and

- who has an approved development of at least 25 Equivalent Tenements (ETs) - refer to PMHC's Development Contributions Assessment Policy.

To become a registered Major Water User, an application must be made to the Water and Sewer Planning section with the following information:

- annual water consumption amounts for previous bills, and
- justification for becoming a registered Major Water User, including a detailed description of the property's use, consistent with the criteria set out in Schedule 1 and 2 of PMHC's Development Contributions Assessment Policy.

For those registered as a Major Water User, further water conservation measures may be imposed, or a full Water Usage Report may be requested.

## 4.2 Concessions, Rebates and Variations

### 4.2.1 Community Service Obligations

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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 by 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 in 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.

#### 4.2.2 Pensioner rebate

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In accordance with the *Local Government Act 1993*, PMHC provides eligible pensioners, as prescribed in the *Local Government Act 1993* and the *Local Government (General) Regulations 2021*, with a reduction to annual water supply charges, resulting in a maximum charge of \$87.50 for eligible properties.

#### 4.2.3 Secondary dwelling

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A secondary dwelling 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, a number of conditions apply, e.g. size of the structure, nature of use, conditions associated with development. In some cases, the additional dwelling may be considered a dual occupancy/secondary dwelling and may be subject to payment of developer contributions. Refer to PMHC's Development & Environment section for further information.

Where a secondary dwelling 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.

#### 4.2.4 Dialysis customers

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For customers on a home dialysis machine that requires a water supply to operate, PMHC has agreed to provide up to 125kL of water per year at no charge, based on quarterly usage (i.e. up to 31.25kL of water at no charge per quarter).

#### 4.2.5 Hardship annual charge relief

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PMHC will make provisions for financial hardship. Customers can apply for assistance where it can be substantially proven they are experiencing genuine financial hardship.

PMHC will consider providing assistance based on information provided by the resident, including income and expenditure details. Each case is treated individually on merit. More information can be found in PMHC Rates and Charges Hardship Assistance Policy, and applications can be made on the website.

#### 4.2.6 Access charge adjustment – Hydraulic issues

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PMHC has reduced the Access Charge equivalent to a 20mm water meter for residential properties that require a larger meter for hydraulic reasons (battle-axe blocks and low-pressure areas).



PMHC will continue this adjustment and will work with these property owners with the view to installing a standard 20mm meter for a domestic water supply under PMHC's normal Meter Replacement Program.

#### 4.2.7 Interim access charge rebate – Staged development

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

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

#### 4.2.8 Fire Service charges

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All water consumption for Fire Services is charged at the Tier 1 Usage Charge. The Access Charge for Fire Services is dependent on the service size and is charged at 50% of the charge of the equivalent meter size.

#### 4.2.9 Variations for unforeseen leaks – All properties

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Under the Local Government (General) Regulation 2021, the property owner must prevent waste of water by taking prompt action to repair leaking taps, pipes or fittings located on the premises, and take any other action that is reasonable to prevent waste and misuse of water. The property owner is responsible for maintaining all pipes and fittings between PMHC's water meter and the buildings and taps on their property. The property owner is also responsible for payment of all water charges based on the water that passes through the water meter, including on-site leaks. PMHC has no obligation to adjust water accounts affected by leaks in private plumbing.

If a customer is unable to pay an account or requires assistance in repaying an account, they may apply for assistance due to hardship. See section 4.2.5 above for more information.

At the time of calculating a Water Usage Fee for a billing period, PMHC may consider making an adjustment to take account of an oversupply in a preceding billing period resulting from a genuinely concealed water leak in private plumbing. The adjustment will be made in accordance with the following provisions.

##### **4.2.9.1 Criteria**

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Applications will be considered on a case-by-case basis. An adjustment will only be available if all of the following criteria are met:

1. The applicant must be the owner, part owner or person liable for the water charges for which the application applies.
2. There must not have been an adjustment for an oversupply in relation to a concealed water leak in private plumbing, granted for that applicant for the subject property within the previous 5-year period.
3. The leak must have occurred in the applicant's property boundary.
4. 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
5. A leak in the service has occurred which is not readily visible or apparent and PMHC is satisfied there has been immediate and effective action to make repairs.

6. A copy of the invoice for repairs is provided to PMHC. The invoice must:
  - be from a licensed plumber and include the licence number
  - show the address where the work was carried out
  - state the nature and location of repairs, including the type of pipe material and length replaced
  - include a statement that the defect was not readily visible or apparent.Depending on the issue and information, a Statutory Declaration may also be required.
7. The application for adjustment must be received within 60 days of the issue date of the affected water notice for quarterly accounts and within 30 days for monthly accounts.
8. All outstanding charges, prior to the current account, must be paid in full or a separate arrangement entered into with PMHC.

PMHC will not consider an adjustment for the following:

1. An oversupply in relation to a concealed water leak for:
  - fire services;
  - 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.
2. An oversupply resulting from leaks from internal service lines, appliances, fixtures, water pumps, hot water systems, water tanks, irrigation systems, swimming pools or the like. Lush grass, overgrown vegetation or damp soil areas do not constitute being not readily visible or apparent.

#### **4.2.9.2 Account Adjustment**

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An approved adjustment to take into account an oversupply in a preceding billing period resulting from an unforeseen water leak will be calculated as the greater of:

- 50% of the difference between the water usage in the affected water notice and the average water usage for the three (3) water notices immediately preceding the affected water notice; and
- the water usage that is in excess of four (4) times the average water usage for the three (3) water notices immediately preceding the affected water notice.

The approved adjustment may also take into account an oversupply in the billing period immediately after the initially affected billing period, to allow for a reasonable period of time for appropriate repairs to be completed, noting that no further billing periods after this will be taken into account. This component of the adjustment would be calculated on the same basis as above.

Subsequent bills in the financial year will take into account the adjusted amount rather than the metered amount (e.g. for calculation of any Tier 2 Usage Charges).

The adjustment will be granted in the first (1st) water notice issued following the determination of the outcome of the application.

Once an application for adjustment has been received, the following will apply:

- the account will be placed on hold pending determination of the outcome of the application;
- no interest will be applied on overdue amounts arising from the affected water notice until the outcome is finalised; and
- no recovery actions will be undertaken on overdue amounts arising from the affected water notice until the outcome is finalised.

Where an adjustment is granted:

- all outstanding balances will be required to be paid within 30 days from the determination date; and
- where outstanding balances are not paid within 30 days from the determination date, interest charges and recovery actions may be applied.

Where an adjustment is NOT granted:

- all outstanding balances will be required to be paid within 30 days from the determination date or a payment arrangement entered into; and
- where outstanding balances are not paid within 30 days from the determination date, or a payment arrangement is not entered into, interest charges and recovery actions may be applied.

#### **4.2.9.3 Emergencies:**

Residential properties under a formal emergency declaration may use this variation for water use which was reasonably necessary to defend a property during an emergency, or where damage has been sustained by private water services as a direct result of actions required during an emergency.

#### **4.2.10 Meter testing**

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If a property owner considers PMHC's water meter is not accurately recording water usage, a request can be made for PMHC to test the meter (after payment of the appropriate fee, as set each year by PMHC through *Fees and Charges*).

If the subsequent test shows the meter is 'over'-recording by more than 3% of the actual quantity of water passing through it, PMHC will:

- replace the meter
- refund any charge paid to test the meter, and
- adjust the 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 3% of the actual quantity of water passing through it, PMHC may:

- replace the meter, and
- adjust the 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, providing the corresponding period is considered representative of normal consumption. Otherwise a pro-rata calculation may be considered, e.g. where the occupant has lived at the property for less than a year.

## **4.3 Billing**

### **4.3.1 Water account**

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PMHC will issue a water account outlining the water supply, 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.

### 4.3.2 Changes to water prices

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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 actual water consumption that applies for each charge bracket – split into the ‘old’ water charges and the ‘new’ water charges.

### 4.3.3 Overdue accounts

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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.

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

### 4.3.4 Cutting off or restricting water supply

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In accordance with the *Local Government (General) Regulation 2005*, PMHC may cut off or restrict the supply of water to a property 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
- rates or charges in respect of the water supplied to the premises are unpaid.

If PMHC cuts off the supply of water to a property, 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, as set each year through *Fees and Charges*, for the:

- issue of a ‘Notice of Intention to Disconnect Water’,
- disconnection of the water supply, and
- 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.

### 4.3.5 Additional water meter readings

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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*) has been received.

## 4.4 Other Water Charges

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### 4.4.1 Headworks and Distribution Charges

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Headworks charge is a charge formulated by PMHC, as the Water Authority, to cover the cost of providing, maintaining and extending infrastructure such as pipelines, reservoirs and pump stations. These 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.

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 imposed on development areas using PMHC's water supply infrastructure.

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

### 4.4.2 Additional Charges relating to Water

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The current Fees and Charges outline all charges relating to water supply services. Most of these are fee for service type charges, including private works undertaken by Council. Development applications and other regulatory approvals have specific costs related to the administrative processes and works required for reviews to be completed.

# Section 5. - Water Conservation and Drought Management

- 5.1 Efficient Use of Water
- 5.2 Water Conservation Measures
- 5.3 Water Loss Management
- 5.4 Community Education
- 5.5 Rainwater Tanks
- 5.6 Greywater Reuse
- 5.7 Drought Management
- 5.8 Water Restrictions

## 5.1 The Efficient Use of Water

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Port Macquarie-Hastings Council (PMHC) encourages the efficient use of water. In accordance with the current *Local Government Act*, property owners, occupiers or managers must take any reasonable action to prevent waste and misuse of water. PMHC has developed a strategy to ensure conservation and demand management is a priority in the Local Government Area, with the aim of promoting efficient water usage and reducing water wastage.

The benefits of water conservation and demand management include:

- the potential to defer capital and recurrent expenditures in the water system by reducing excessive consumption;
- providing consumers with greater control over the size of their water bills by following the NSW Government's current *Guidelines for Best-Practice Management of Water Supply and Sewerage* to increase the proportion of the bill based on usage; and
- improving environmental performance (such as reducing water extraction and energy consumption) by reducing waste and misuse of water resources.

PMHC's strategy for conservation and demand management includes the following components:

- water pricing reform by following the NSW Government's current *Guidelines for Best-Practice Management of Water Supply and Sewerage*
- Water Conservation Measures, to encourage the efficient use of water and recycled water
- minimising losses in the water system, including a meter replacement program
- community education programs
- building code measures, including the promotion of NSW Government initiatives like BASIX, and
- investigating and developing water recycling schemes, such as recycled water and effluent reuse to substitute for potable (drinking) water.

### 5.1.1 BASIX – the NSW Government's 'Building Sustainability Index'

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Introduced by the NSW Government as a world-first sustainability tool in July 2004, the BASIX 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 recycled 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.

## 5.2 Water Conservation Measures

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PMHC introduced Water Conservation Measures in 2004 and reaffirmed this decision via Council resolution in 2005, 2013, 2016, 2018 and 2021.

These measures can assist residents in better managing their water use, which will deliver significant financial, environmental and social benefits to the community.

The following Water Conservation Measures are encouraged by PMHC:

### *Watering gardens and lawns:*

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

### *Cleaning vehicles, houses, boats and outboard motors:*

- where possible, wash vehicles, boats and outboard motors on the lawn; and
- 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 so as to avoid pool overflow and water wastage.

### *Cleaning driveways, paths and hardstand areas:*

- use brooms, vacuum cleaners or air blowers to remove loose material; and
- use an approved water efficient nozzle (less than 9 litres per minute) or high pressure cleaning 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 and 4pm;
- fit hoses with a water cut-off trigger or control nozzle; and
- use recycled water for dust suppression.



## 5.3 Water Loss Management

### 5.3.1 What is 'water loss'?

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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 loss issues can include:

- leaks in the water system
- unmetered water use e.g. for firefighting or mains flushing
- unauthorised water use e.g. theft and illegal connections
- under-registration of customer meters (i.e. meter not registering full flow passing through it), or
- errors in the water system meters.

### 5.3.2 Leak Reduction Program

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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. This information is used to target sites for investigations and leakage surveys where required.

PMHC encourages residents to report any leaks in the water system.

### 5.3.3 Pressure Reduction Program

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PMHC reduces excessive pressure in the system by appropriate reservoir zonings and through the installation of pressure-reducing valves. This reduces the quantity of water lost through leaks, which may decrease maintenance requirements and extend the life of watermains.

### 5.3.4 Watermain Renewals Program

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PMHC has an annual Watermain Renewals Program to ensure the integrity and performance of our water supply network, this includes replacing any watermains that are in poor-performing condition or that have significantly degenerated due to age.

### 5.3.5 Meter Replacement Program

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PMHC has a Meter Replacement Program to replace ineffective or ageing meters. The replacement of meters occurs after analysis of PMHC's entire fleet of meters and is not based on customer requests.

This program includes the physical replacement of 25mm residential meters with 20mm meters (these are currently being charged as a 20mm meter).

PMHC will replace the meters identified under this program at no cost to the property owner and will endeavour to notify residents at the time of replacement and advise that a new meter has been installed.

### 5.3.6 Customer's water system

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PMHC encourages property owners to properly maintain pipes and fittings in their water system and promptly fix any leaks. For example, a toilet cistern leaking at a rate of 1 litre per minute can add over \$1,800 to the annual water charge over a 12 month period (based on 2023/24 water usage charges). If the property usage threshold has already been met, this figure will double.

## 5.4 Community Education

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PMHC is committed to an ongoing customer education campaign focusing on the importance of conserving our valuable water resources. In this endeavour, PMHC works in partnership with the broader community, environmental groups, schools, local businesses and other government agencies.

PMHC's community education program is designed to increase public awareness about water issues and efficiencies, by providing:

- current and accurate information on PMHC's website for all aspects relating to water, such as the water treatment process, water testing, water conservation measures and water restrictions
- demonstration of measures already being implemented to minimise impact on the environment and improve the efficiency and quality of water services provided to the public
- tours of PMHC's water facilities to raise awareness of where water comes from, the water treatment process, how water is sent to the customer's house, recycled water, and the work done by PMHC staff
- field trips and education programs for schools
- information displays at shopping centres and major community events
- participation and community tours during National Water Week in October each year
- promotion of the national Water Efficiency Labelling and Standards (WELS) scheme, which has been developed to provide customers with reliable information on the relative efficiency of domestic appliances, e.g. shower roses and washing machines
- brochures and other materials to inform the community, e.g. PMHC's Water Efficient Garden booklet, Frequently Asked Questions on Water Restrictions, Water Conservation brochure and a list of locations for the 'Choose Tap' water bottle refill and drink stations
- regular promotions and community information on water-related issues via media outlets.

## 5.5 Rainwater Tanks

### 5.5.1 Introduction

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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 and so should be collected for household use where possible
- rainwater collection systems assist in reducing 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 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
- '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. Advice can be found at: [https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2007\\_009.pdf](https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/GL2007_009.pdf)

### 5.5.2 PMHC approval

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Where approval from PMHC is required, the siting, design and erection of rainwater tanks must be in accordance with PMHC requirements.

PMHC must be contacted to determine whether development approval is required.

### 5.5.3 Exempt Development

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The installation of a rainwater tank does not require PMHC approval if the installation meets requirements set out in State Environmental Planning Policy (SEPP) Exempt and Complying Development. For any queries relating to this, Council's duty planner will be able to assist.

## 5.6 Greywater Reuse

### 5.6.1 PMHC approval

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PMHC approval is required for customers wishing to install and operate a system for diverting greywater generated on their residential premises. However, in accordance with current *Local Government (General) Regulations*, domestic greywater diversion may be carried out without PMHC approval if:

- it is carried out in accordance with the current *Plumbing Code of Australia* and a sewage management facility is not installed on the premises, and
- the following performance standards are achieved:
  - prevention of the spread of disease by micro-organisms;
  - prevention of the spread of foul odours;
  - prevention of contamination of water;
  - prevention of degradation of soil and vegetation;
  - 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; and
  - minimisation of any adverse impacts on the amenity of the premises and surrounding lands.

### 5.6.2 Owner's responsibility

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Property owners are responsible for greywater systems, and any impacts of using greywater on the premises. It is the owner's responsibility to meet the performance standards for greywater reuse.

## 5.7 Drought Management

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### 5.7.1 Objectives

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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;
- manage 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, e.g. environmental river flow targets to minimise the impact of water supply demands on the river and associated aquatic ecosystems.

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

PMHC are currently developing an Integrated Water Cycle Management (IWCM) Strategy. The strategy will include the following:

- Water Supply Secure Yield Study;
- Drought Management Plan; and
- Demand Management Plan.

### 5.7.2 Water conservation and demand management

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

### 5.7.3 Declaring measures for drought management

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PMHC will initiate measures under the Drought Management Plan if:

- there is a drought; or
- 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.

### 5.7.4 Notification

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PMHC will publish notices via various media streams outlining the water restrictions that apply in accordance with the Drought Management Plan. This may include the:

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

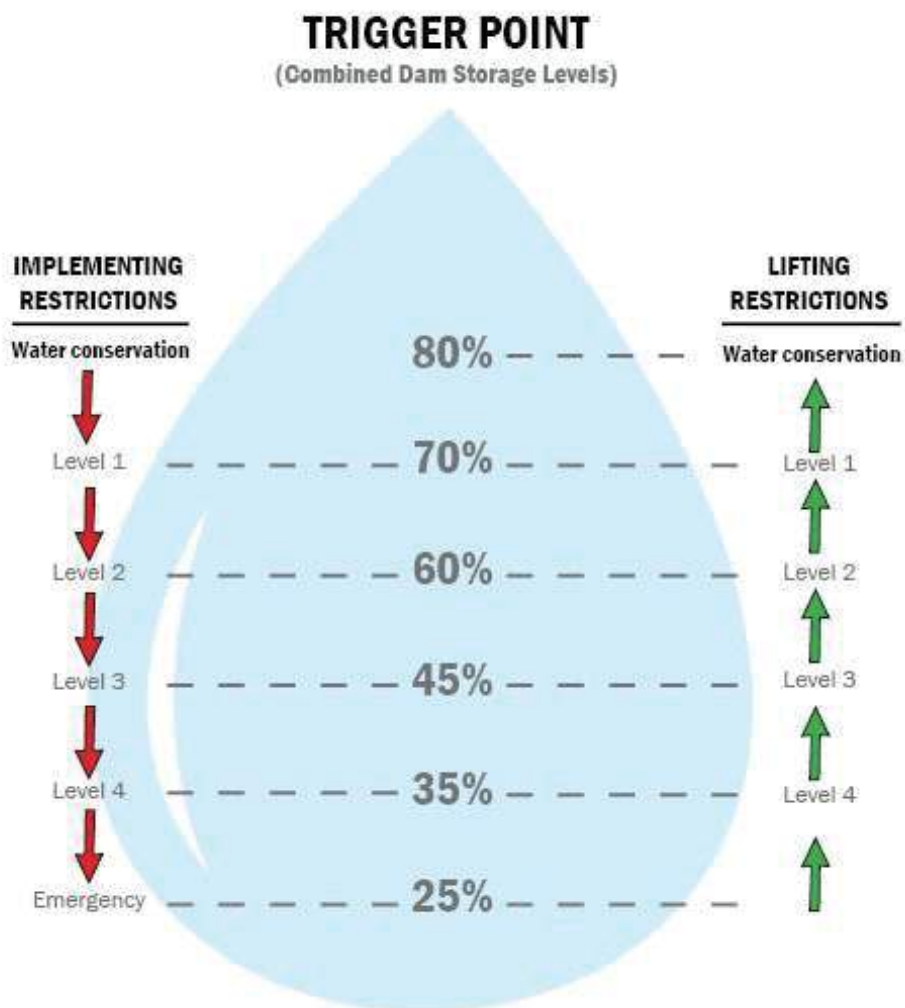
## 5.8 Water Restrictions

### 5.8.1 Introduction

Water restriction levels are determined based on an assessment of daily customer demand and water storage levels available in our dams. Predicted weather forecasts and the flow and quality of the rivers is also taken into consideration when implementing water restrictions.

PMHC adopted revised water restriction trigger levels, and the 2014 Uniform Regional Water Restrictions, at the Ordinary Council Meeting of 20 July 2016. These revised water restriction trigger levels of combined total dam storage for both Cowarra and Port Macquarie dams are:

Figure 2: Water Restriction Trigger Levels



PMHC's CEO has the delegated authority to exercise discretion when imposing water restrictions, giving due consideration to the time of year and prevailing weather conditions. Similarly, the CEO also has the delegation to exercise discretion when lifting water restrictions, giving due consideration to the potential for pumping from the Hastings River and combined storage levels in the dams. Please refer to Dam Levels, and Water Restrictions and Trigger Levels on PMHC's website for more information.

Water restrictions have four levels (Level 1 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 PMHC at that time.

Similarly, when lifting water restrictions, a step approach is taken based primarily on the combined dam levels. Figure 2 above details the levels and the approximate trigger point for implementing water restrictions, as well as those for lifting water restrictions.

Water Conservation Measures are encouraged at all times. The given specifications relate to potable water unless stated otherwise. There are separate restrictions placed on recycled water, as stated, and no restrictions are placed on rainwater or bore water use (restrictions will apply to tanks which have a potable top up connection). Signage to denote alternate water use is available from hardware stores.

## 5.8.2 Level 1 Moderate Water Restrictions

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### *Watering gardens and lawns:*

- use of water sprinklers or fixed hoses is banned
- hand-held hose or drip irrigation can be used for a maximum of 1 hour before 9:00am or after 4:00pm on odd or even days matching house number
- hoses must be fitted with water cut-off trigger or control nozzle
- micro-sprays, with nozzles less than 3mm in diameter, or drip irrigation systems may be used for a maximum of 15 minutes before 9.00am or after 4.00pm matching house number
- watering-cans and buckets can be used at any time
- no domestic water use outside the home on the 31st day of the month.

### *New turf:*

- exemptions for establishing new turf are available. An 'Exemption from Water Restrictions to Water New Turf' application is available online or from PMHC offices.

### *Cleaning vehicles, boats and outboard motors:*

- car and boat washing (on lawn area): with a bucket and one hand-held hose (for rinsing only) before 9:00am or after 4:00pm on odd or even days matching house number
- boat motor flushing can occur for 5 minutes on lawn area only on day of use.

### *Topping up swimming pools:*

- one hand-held hose can be used for a maximum of 1 hour before 9.00am or after 4.00pm on odd or even days matching house number
- hose must be fitted with a water cut-off trigger or control nozzle.

### *Cleaning houses, driveways, paths and hardstand areas:*

- washing driveways, paved areas, walls and roofs with a hose is banned
- no chemicals or cleaning products are to be used on driveways, paths or hardstand areas; brooms or air blowers should be used to remove loose material from driveways, paths and hardstand areas with material disposed of in green bin or used as mulch on garden
- 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 only 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.

### *Commercial, building and landscaping industries:*

- no restrictions to commercial activities (other than nurseries, bowling greens and commercial market gardens), however water saving initiatives are encouraged
- dust suppression permitted with recycled water only
- all water usage and associated activities must not cause pollution as defined under the Protection of the Environment Operations [POEO] Act 1997.

### *Recycled water:*

- no restrictions on recycled water use.



### 5.8.3 Level 2 High Water Restrictions

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#### *Watering gardens and lawns:*

- use of water sprinklers or fixed hoses are banned
- one hand-held hose can be used for a maximum of 30 minutes before 9.00am or after 4.00pm on odd or even days matching house number
- hoses must be fitted with water cut-off trigger or control nozzle
- micro-sprays, with nozzles less than 3mm in diameter, or drip irrigation may be used for a maximum of 15 minutes before 9.00am or after 4.00pm on odd or even days matching house number
- watering-cans and buckets can be used at any time
- no domestic water use outside the home on the 31st day of the month.

#### *New turf:*

- exemptions for establishing new turf are available. An 'Exemption from Water Restrictions to Water New Turf' application is available PMHC website or from PMHC offices.

#### *Cleaning vehicles, 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) before 9:00am or after 4:00pm on odd or even days matching house number
- boat motor flushing: can occur for 5 minutes on lawn area only on day of use.

#### *Topping up swimming pools:*

- one hand-held hose can be used for a maximum of 30 minutes before 9.00am or after 4.00pm on odd or even days matching house number
- hose must be fitted with a water cut-off trigger or control nozzle.

#### *Cleaning houses, driveways, paths and hardstand areas:*

- washing driveways, paved areas, walls and roofs with hoses is banned.
- no chemicals or cleaning products are to be used on driveways, paths or hardstand areas; brooms or air blowers should be used to remove loose material from driveways, paths and hardstand areas with material to be disposed of in green bin or used as mulch on garden.
- buckets only can be used before 9.00am or after 4.00pm on odd or even days matching house number.

#### *Sporting fields:*

- irrigation systems 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.

#### *Dust suppression:*

- permitted with recycled water only.

#### *Plant nurseries, bowling greens and commercial market gardens:*

- hand-held hoses only can be used between 7.30am and 9.30am.

#### *Commercial, building and landscaping industries:*

- no restrictions to commercial activities (other than nurseries, bowling greens and commercial market gardens), however water saving initiatives are encouraged.
- dust suppression permitted with recycled water only.
- all water usage and associated activities must not cause pollution as defined under the Protection of the Environment Operations [POEO] Act 1997.

*Recycled water:*

- no restrictions on recycled water use.

#### 5.8.4 Level 3 Very High Water Restrictions

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- all outside use of water sprinklers, fixed hoses, micro-sprays, and drip irrigations is banned
- one hand-held hose can be used for a maximum of 10 minutes before 9:00am or after 4.00pm on odd or even days matching house number
- gardens can be watered by buckets or tank water only
- cars and boats can be washed on grassed areas with a bucket or tank water only
- sporting fields and public gardens can use recycled water only, as per note below; and
- plant nurseries, bowling greens and commercial market gardens may only water under a PMHC license
- no domestic water use outside the home on the 31st day of the month.

*Recycled water:*

- use of recycled water must be in line with Level 1 restrictions for potable water.

#### 5.8.5 Level 4 Severe Water Restrictions

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- all external use of drinking water, including sprinklers, micro-sprays, fixed and hand-held hoses is banned
- gardens can be watered with tank water, or recycled water as per note below;
- sporting fields and public gardens may use recycled water only; and
- plant nurseries, bowling greens and commercial market gardens may only water under a PMHC license.

*Recycled water:*

- use of recycled water must be in line with Level 2 restrictions for potable water.

#### 5.8.6 Emergency Water Restrictions

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- all external use of drinking water, including sprinklers, micro-sprays, fixed and hand-held hoses is banned
- other uses allowed only as directed and approved by Port Macquarie-Hastings Council
- gardens can be watered with tank water, or recycled water as per note below;
- sporting fields, public gardens, plant nurseries, bowling greens and commercial market gardens may only water under a PMHC license.

*Recycled water:*

- use of recycled water must be in line with Level 3 restrictions for potable water.