

POLICY

WATER SUPPLY – Single Service Connection

Date adopted by Council	29 July 2024
Minute number	24/127
Endorsed by	Senior Management Group
CM Ref	CD-57/23
Due for review	29 July 2028
Related documents	Local Government Regulations 1993 UHSC Revenue Policy
Responsible officer	Manager Water & Sewer
Department/Section	Infrastructure Services – Water & Sewer
Category	Water Supply
Community Strategic Plan goal	Goal 6 Increase, enhance and maintain civil infrastructure, Community assets and open spaces to meet the needs of current and future generations.
	CS26 Provide safe and reliable water and sewerage services to meet the demands of current and future generations.



Policy Statement

This policy specifies that more than one property cannot be serviced by a single connection to Council's water supply network.

Objective

The purpose of this policy is to ensure the efficient demand management of Council's water supply network.

Scope

This policy applies to technical/professional staff involved in planning, development, property and land matters where water infrastructure is present and/or overseeing activities of maintenance and operation of water infrastructure.

Policy Details

Council will not allow multiple properties to connect to the town water supply network from a single service connection (i.e. a single water meter). This policy will typically be enacted during:

- Water connection customer requests and/or work orders
- Development application process

Should Council staff become aware of existing situations where multiple properties are connected to the water supply from a single service connection, this will be rectified with the affected properties and property owners as soon as practicable.

Council will similarly not allow 'double-metering', whereby a property's metered service is drawn from an already metered supply at another property. All property service connections must come individually from Council water supply infrastructure. New water meter connections servicing properties with strata title developments shall be either:

1. Linked to Council's water main by an individual property service pipe, with all strata units separately metered by private water meters within the development. The property service meter shall be sized in accordance with the requirements of Australian Standard 3500.1 Plumbing and Drainage – Water Services
2. Serviced by multiple water connections linking each strata unit to Council's water main by individual service pipes and meters
3. Linked to Council's water main by an individual property service pipe, with all strata units not separately metered by private water meters within the development. Individual strata units will be charged regardless of their strata title arrangements according to Council's Revenue Policy



Please refer to figure 1 below for potential scenarios.



1. Single council meter (acceptable) to multiple units within the same property



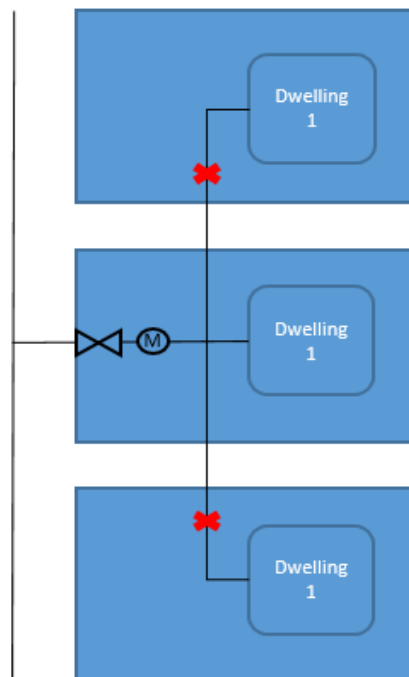
3. Multiple meters inline within the same property - double metering (not acceptable), however, Single council meter and private (owner's) meters are acceptable



2. Multiple meters - (acceptable) to multiple units as long as there is one meter for every unit.



4. Multiple meters - two meters to one dwelling (not acceptable)



Single meter connecting to multiple properties (not acceptable)

Legend

- Private Meter
- Council Meter
- Property boundary
- Not acceptable
- Shut-off valve

Figure 1. Water service connection scenarios.



Responsibilities

Senior Management Group

The Senior Management Group will support this policy and ensure their relevant areas are implementing it consistently.

Particular/relevant Director

The Director Infrastructure Services will ensure the policy is updated and implemented consistently.

Particular/relevant Manager

The Manager Water and Sewer will review, update and implement the policy.

Particular/relevant staff

The relevant staff who are involved in development approvals and water service connections will have the primary responsibility to ensure the policy is implemented and guidelines are adhered to.

References and Related Legislation

- Local Government (water, sewerage and drainage) Regulations 1993
- UHSC Revenue Policy

Version History

Version No.	Date	CM Ref	Reason for Review
1	29/02/2016	INT-5130/16	
2	09/11/2017	CD-113/21	
3	28/06/2021	CD-188/20	
4	29/07/2024	CD-57/23	Timed review