

# MUCHEA WATER STANDARD TERMS & CONDITIONS

FOR THE PROVISION OF A WATER SERVICE (WATER SUPPLY)



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# 1 Introduction

Under section 73(2)(a) of the *Water Services Act 2012*, a landowner may be entitled to the provision of water services, including water supply.

The standard terms and conditions that apply to the water services provided by Aqua Ferre (Muceha) Pty Ltd trading as Muceha Water (**Muceha Water**) are outlined below and published on the Muceha Water's website. Muceha Water reserves the right to change the standard terms and conditions from time to time, so you should ensure that you are aware of the current terms and conditions.

The water services may be provided subject to:

- terms and conditions under a standard customer contract with Muceha Water (attached)
- standard terms and conditions under Muceha Water's Water Services Licence granted under Part 2, Division 2 of the *Water Services Act 2012* (as presented in this document),

which will prevail to the extent of any inconsistency with the terms and conditions in this document.

Many of the requirements are either prescribed by law or regulation, some by our design standards and the remainder are Muceha Water's requirements that will assist in the efficient management of your water service. Many of the requirements prescribed by law or regulation attract a fine for non-compliance, the maximum penalties being a fine of \$50,000 for an individual and \$100,000 for a body corporate.

## 2 Pre-requisites for a Water Supply

The property owner is responsible for the full cost of infrastructure needed for the connection sought, including any extension or upgrade of Muceha Water mains to the property.

Before an application for a water supply is made, the property owner:

- must ensure the property details provided on the application form are accurate
- must give Muceha Water notice of any proposed construction prior to commencement
- must notify Muceha Water once construction has been completed
- must ensure that no connection is made to Muceha Water's water supply mains unless Muceha Water has approved it in writing
- must ensure that all private plumbing uses approved fittings, fixtures and pipes.

## 3 Water Supply Services

### 3.1 Service connection and location

- Muceha Water will endeavour to provide a standard 20mm potable water supply service connection (20 litres per minute) within ten working days of payment of associated fees and charges.

- Larger services may take longer to install due to factors such as customer requirements, special equipment, pipe network shutdowns and traffic management.
- Unless stated otherwise in Muceha Water's Water Services Licence, the standard level of services is outlined below:
  - The minimum static pressure is 13 metres head.
  - Outside country urban areas, a potable water supply is not guaranteed and pressure and flow shall be either 3KL per day or 1.8KL per day in the case of Rural Water Supply Scheme services.
  - In all cases, the maximum static pressure is 100 metres head, except where the Water Services Licence states that pressures may exceed 100 metres head. Where this occurs, the property owner is responsible for the cost of a pressure reduction value.
- Where the Water Services Licence advises that where a lower than the minimum pressure applies, the property owner is responsible for an alternative arrangement to compensate for the lower pressure.
- For a connection to be made, the area of land between the proposed position of the water meter and the connection pipe is to be kept clear of obstructions.
- Where any property is provided with two or more water services interconnection of such services through the internal private water supply is prohibited unless otherwise approved by Muceha Water.
- Any alteration that needs to be made to ground levels must be made before the service application.
- Where the water service connection is **not already in position**, the water service connection will be laid 500mm from the side boundary nominated on the application form. The property owner or builder must ensure the side boundary survey pegs are in the correct position and visible before the application is made.
- Where the water service connection is **already in position (pre-laid)** a meter assembly and stand pipe will be installed at that location.
- Where the property owner's preferred location for a service is not possible, Muceha Water shall determine an alternative.
- Unless Muceha Water agrees in writing otherwise, one water service connection shall be provided per house or group rated properties (under one ownership) or a strata or a multi-unit development.
- Where a service was pre-laid by the developer at the subdivision stage, the property owner will be liable for the cost of any requested service relocation. When deciding whether to relocate a service, property owner has the option of locating the service such that a meter box is required.

### 3.2 Meter assembly

- Unless Muceha Water decides otherwise, the water service connection shall be 20mm nominal internal diameter pipe. Muceha Water will determine the size and class of meter applicable for the service. In some instances, a fee or a quote for the cost of the service will be required.
- Unless Muceha Water agrees otherwise, a meter will be installed at 150mm above ground level. Any alteration to ground levels after installation will require Muceha Water's approval. The overall space to be provided for the meter assembly is

700mm. However, Muchea Water may approve for meter to be placed below ground, under the following conditions:

- The property owner pays all costs to install the water meter and box, and any alteration to the ground level necessary to comply with Muchea Water's requirements.
- The property owner shall provide the surround to the meter box using either standard brick pavers (230mm x 115mm x 65mm) or a concrete surround (230mm x 100mm thick).
- A clearance of 300mm around the entire box and 1,200mm above the box is maintained. This includes boundary fences/walls.
- No part of the box or its supports is to be within 500mm of any power dome.
- Local authorities written approval is required if box is to be located in a road reserve.
- Other than the single residence, the property owner shall obtain the advice of a plumbing/hydraulic consultant, to determine the peak flow rate required to service the property, prior to submitting this application.
- The builder's standpipe must not be removed before the final plumbing connection is made to the water meter.
- Muchea Water may fit a flow control device appropriate to the peak flow rate requested. These devices limit the flow of water through the service to a predetermined amount. The flow may be affected by other devices and a hydraulic consultant's advice is recommended.
- A hydraulic or plumbing consultant may require the modifications to the internal plumbing resulting from a reduction in the flow rate to the property. The property owner is responsible for the cost of these modifications.
- Where Muchea Water deems the land use for a water supply service of either:
  - 25mm water service and larger, a LOW backflow risk, or
  - a water service as a MEDIUM or HIGH backflow risk,

the property owner shall purchase and have installed by a licensed plumber, nominated or approved by Muchea Water, an approved backflow prevention device equal to or greater than the level of risk identified as part of the property's internal plumbing. The backflow prevention device must be registered on Muchea Water's registration system and the property owner will be responsible for annual testing and reporting to Muchea Water.

### **3.3 Meter access**

- There must be sufficient access and clearance to facilitate the installation, reading, replacement or removal of water meters and attachments, regardless of whether the meter is located above or below the ground.
- Muchea Water may require the property owner or occupier of the land to provide, at their cost, pit, below ground meter box, cover or fence for the purpose of housing the meter and its associated valves and fittings.
- Where a building is to be constructed or altered, Muchea Water may require the owner or occupier of the land on which the building is to be constructed or altered to provide, at their cost, a cubicle attached to or forming part of the building for the purpose of housing the meter and its associated valves and fittings.

### **3.4 Costs and payments**

- Where applicable, all charges, including infrastructure contributions and building authorisation fees, must be paid in advance before service connection is made.
- Where an applicant requires Muchea Water to provide a water service to a rated property which has an existing disconnected service, Muchea Water will charge for the whole or part of the current fee of the requested water service.
- The property owner is responsible for the cost of any changes to an existing service size, and further standard infrastructure contributions will be payable for any increase to the existing flow rate.

## **4 Property Owner/Occupier's Ongoing Responsibilities**

- Property owners or occupier of the land must not erect, construct, install, place or demolish any building, plant, fence, or other obstruction in, on, over, or under the water supply of Muchea Water without prior written approval.
- Property owners or occupier of the land must not drill, bore, excavate, or use impact equipment within the vicinity of Muchea Water's water supply without prior written approval.
- Property owners or occupier of the land must ensure each fitting fixture or pipe for which they are responsible is well maintained, not used or arranged as to cause waste, nuisance or a health hazard.
- The property owner or occupier of the land shall ensure that only approved fittings, fixtures and pipes as manufactured under or supplied or approved by a Standards Mark licence or a Watermark licence as granted by Standards Australia are used in plumbing installation.
- Except in accordance with Muchea Water's approval, no person shall uncover, attach or remove a fitting, pipe or other thing or interfere or place anything in Muchea Water's works.
- Property owners or occupier of the land must advise Muchea Water within 14 days of ceasing to be occupiers of a property.
- Muchea Water may require the name of the property owner or the person receiving rent from the occupier of a property provided with the water supply service.

### **4.1 Service disconnection**

- Should the property become unoccupied for an extended period or a building on the site needs to be altered or demolished, the property owner must advise Muchea Water prior to any alteration, demolition or the property becoming unoccupied.
- Should the property owner wish to disconnect the water supply service to unoccupied land or prior to building demolition, they must make an application for the disconnection and pay a disconnection fee.
- Before any disconnection of a service is made, the property owner shall have a licensed plumber disconnect the plumbing on their side of the meter
- Muchea Water may require the service to be disconnected, if in its opinion, its assets are at risk of damage or misuse.

## 4.2 Water supply service

- The property owners are responsible for ensuring Muchea Water's meter assembly, water service connection and fittings are in good repair and adequately protected from damage. For meters above ground, they shall maintain a clear space of not less than 300mm horizontally and 1,200mm vertically from the meter to ensure easy access at all reasonable times by Muchea Water or its contractors to read, replace or removal of water meters and attachments. For meters below ground, property owners shall:
  - ensure a clearance of 300mm around the entire box and 1,200mm above the box is maintained, including boundary fences/walls
  - ensure that a build-up of soil inside the box does not occur which may cause problems during reading and maintenance to the meter
  - ensure the internal box is clear of dangerous insects and spiders
  - if the ground level of the current placement is to be altered, apply to Muchea Water and pay all costs to raise/lower the water meter/box to a new level
  - any future re-instatement of the surrounds due to ongoing maintenance will be at the owner's cost unless standard pavers were used, in which case, providing the pavers are in good condition, Muchea Water will relay the pavers to an adequate standard.
- Unless Muchea Water agrees in writing otherwise, no property owner or occupier of the land shall connect or allow to be connected, a pump to any part of a private water supply system that is supplied directly from Muchea Water's service.
- Unless Muchea Water agrees in writing otherwise, water supplied for a specified purpose shall not be used for any other purpose or by people not connected with the land or premises.
- Unless Muchea Water agrees in writing otherwise, no branch or fitting shall be connected to a private service pipe within a distance of one metre from the property owner's side of the Muchea Water's stop cock or water meter assembly.
- The property owner or occupier must advise Muchea Water as soon as practical if the meter is damaged or missing. Muchea Water may recover the cost of repairs and any other expenses from the person responsible for the damage, or from the owner or occupier of the land.
- The property owner owns and is responsible for the cost and maintaining all internal pipework beyond the meter assembly including the standpipe if applicable.
- Once a meter is installed, the property owner/occupier of the land will be responsible for water usage charges.
- Muchea Water will test the meter upon request from the property owner or occupier of the land and payment of applicable charges.
- Where a boundary containment backflow prevention device has been installed, the property owner or occupier must ensure:
  - The device is installed and tested on installation or after maintenance or repair and at intervals not exceeding 12 months to ensure the device is operating satisfactorily.
  - The device is tested by a licensed plumbing contractor and a correctly completed test report form provided to Muchea Water within five working days of the test.

Unless Muccha Water agrees in writing otherwise, no connection of pumps to Muccha Water water supply works is allowed.