



POLICY REGISTER

Access to Town Water Supply Policy

Policy adopted: 2010 – Minute No: 11.10.2526
Reviewed: July 2025
file Ref: D22.72075

Policy Information

<i>Issue</i>	Prepared/Revised by	Action Amendment Description	Approved by and Date
1.0	2010		Council 11.10.2526
2.0	2017	Unfiltered Raw Water Supply to Rural residential properties less than 40ha within 3km of border	Council 02.17.3924
3.0	2025	No Amendments	Council 2025/102

OBJECTIVES

To define the arrangements for the connection of a property to the town water supply for unfiltered or filtered water.

POLICY STATEMENT

PART 1 – UNFILTERED WATER (RAW)

Supply area

Council will only supply unfiltered water to properties within the area or those bordering on the area defined in the attached map.

Amendment: - Adopted November 2010 Council Meeting See minute Number 11.10.2526

Council will also supply a filtered water service to rural residential properties of size less than 40ha within 3km of the border of the area subject to:-

- Tapping size limited to 20mm
- Meters to be provided at the border of the area
- Supply pipeline from meter to property to be the responsibility of the property owner
- Councils' road opening permit conditions to apply
- Disinfection must be provided by the property owner to Councils satisfaction, and
- Suction pumping not permitted.

Council will also supply an unfiltered water (raw) service to rural residential properties of size less than 40ha within 3km of border of the area subject to:

- *Tapping size limited to 20mm*
- *Meters to be provided at the border of the area*
- *Supply pipeline from meter to property to be the responsibility of the property owner*
- *Suction pumping not permitted"*

Prohibited Use

The Council prohibits the use of unfiltered water for internal domestic use except for toilet flushing and evaporative air conditioners.

Council prohibits the use of unfiltered water for agriculture, viticulture, horticulture on an area greater than 300 square meters. Use of town water for aquaculture is prohibited.

Service Connection

Council shall provide only one 20mm nominal diameter service connection for each assessment. Larger size connection may be provided upon approval of a development application describing the proposed use.

The location of the connection point shall be at the nearest private property boundary to the supply main. It shall be located laterally across the road reserve where possible.

Connection Fee

The fee for connection to an existing lot shall be at the value as prescribed in the current Management Plan. The fee shall include the cost of a standard meter. For large size connections the cost of the meter and all fittings shall be additional.

Connection to a newly created lot shall be subject to development contribution charge receipt of any levied by Council and shall be additional to the standard connection fee.

Service Disconnection

Council may disconnect a service for reasons of misuse, interference with meter or connection piping, on-selling or unpaid account.

Reconnection

Council may charge a reconnection fee in respect of any disconnected service. The fee shall be at the value as prescribed in the current Management Plan.

Charges

Charges shall be made for access to Council's supply system and for the amount of water used as measured by the meter. The charges shall be as prescribed in the current Management Plan. The charges may be levied annually or at intervals as determined by Council.

Special Meter Readings

Council may read a meter on request and lodgement of the prescribed fee in the current Management Plan.

Meter Accuracy Test

Any request to verify the accuracy of Council's meter shall be subject to the prescribed fee. Should the test prove an inaccuracy beyond 2% the fee will be refunded. The account for the last billing period only shall be adjusted in line with the test results.

Damage to Water Meter

The consumer shall pay the costs of repairs to or replacement of damaged meters.

PART 2 – FILTERED WATER

Supply area

Council will only supply Filtered water to properties within the area or those bordering on the area defined in the attached map.

Prohibited Use

The council prohibits the use of filtered water for external domestic use, including swimming pools.

Service Connection

Council shall provide only one 20mm nominal diameter service connection for each assessment. Larger size connection may be provided upon approval of a development application describing the proposed use.

The location of the connection point shall be at the nearest private property boundary to the supply main. It shall be located laterally across the road reserve where possible.

Connection Fee

The fee for connection to an existing lot shall be at the value as prescribed in the current Management Plan. The fee shall include the cost of a standard meter. For large size connections the cost of the meter and all fittings shall be additional.

Connection to a newly created lot shall be subject to receipt of any development contribution charge levied by Council and shall be additional to the standard connection fee.

Service Disconnection

Council may disconnect a service for reasons of misuse, interference with meter or connection piping, on-selling or unpaid account.

Reconnection

Council may charge a reconnection fee in respect of any disconnected service. The fee shall be at the value as prescribed in the current Management Plan.

Charges

Charges shall be made for access to Council's supply system and for the amount of water used as measured by the meter. The charges shall be as prescribed in the current Management Plan. The charges may be levied annually or at intervals as determined by Council.

Special Meter Readings

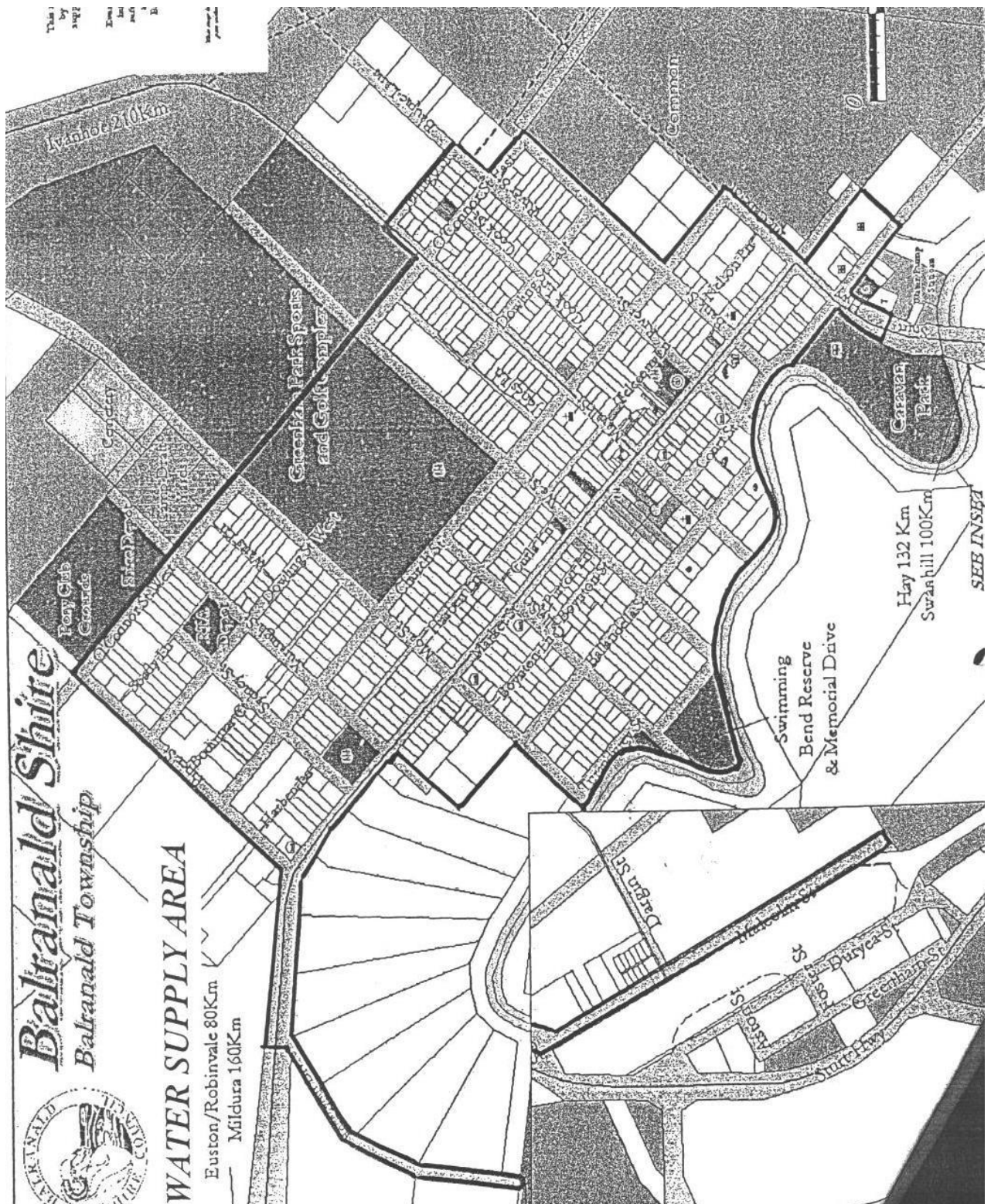
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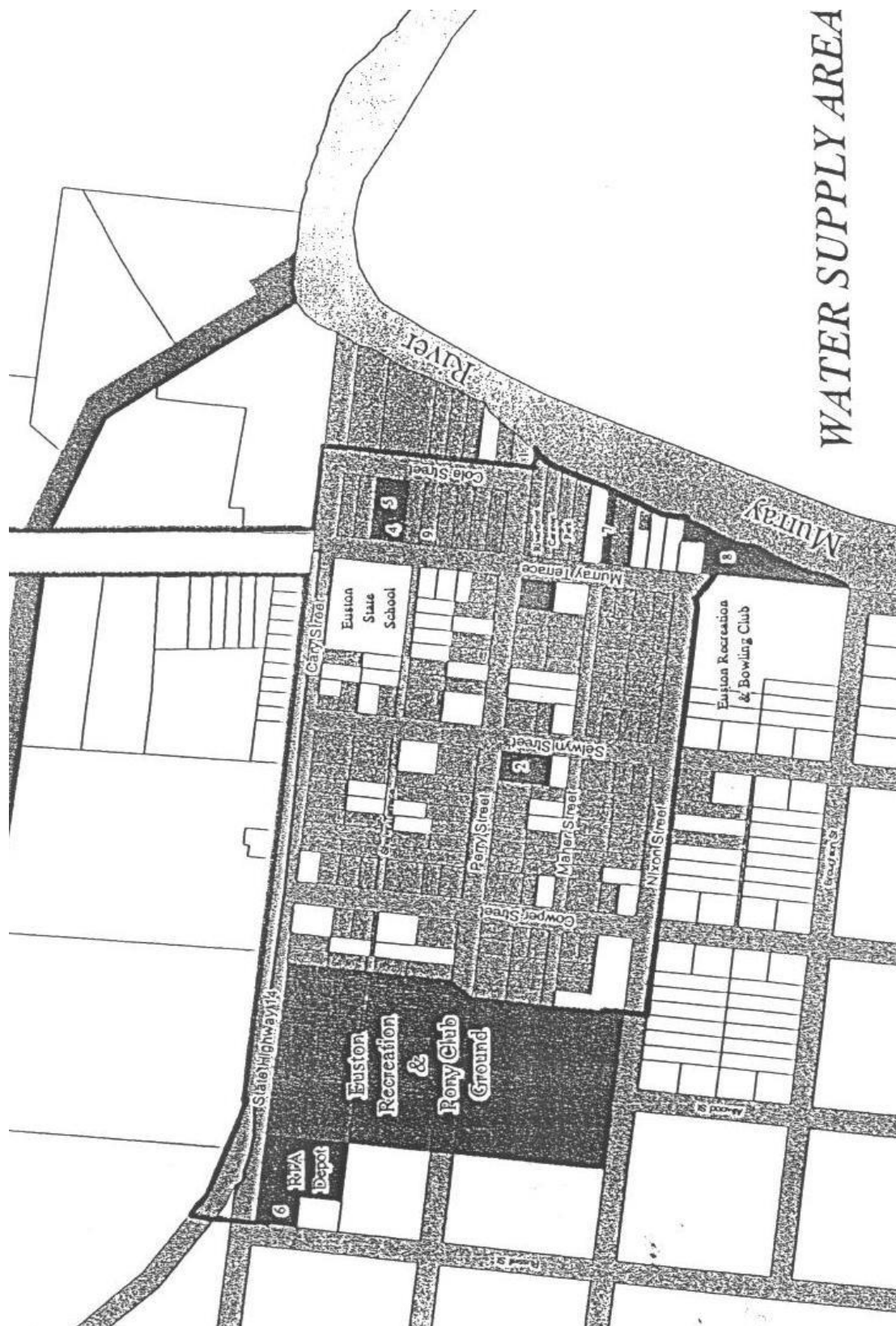
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Damage to Water Meter

The consumer shall pay the costs of repairs to or replacement of damaged meters.





WATER SUPPLY AREA

Adopted by Council – 17th May 2005
Refer Minute No. 05.05.800

Amendment: - Adopted November 2010 Council Meeting See minute Number 11.10.2526