

NEV Water and Sewer Scheme Retail Supply Risk Assessment

Risk

		Consequence				
		1	2	3	4	5
Likelihood	1	Low	Low	Low	Moderate	High
	2	Low	Low	Moderate	High	Very High
	3	Low	Moderate	High	Very High	Very High
	4	Low	Moderate	High	Very High	Very High
	5	Low	Moderate	High	Very High	Very High

Qualitative measures of likelihood

Level	Descriptor	Example of Description	
1	Rare	May occur only in exceptional circumstances	very rarely > annual
2	Unlikely	Could occur in unusual circumstances	chance of annual occurrence
3	Possible	Might occur or should be expected to occur under certain circumstances	chance of monthly occurrence
4	Likely	Will probably occur	chance of weekly occurrence
5	Almost Certain	Is expected to occur	chance of daily occurrence

Qualitative measures of consequence

Level	Descriptor	Example of Description
1	Insignificant	Insignificant impact or not detectable
2	Minor	Health - Minor impact on contact population, first aid treatment
		Environment - Minimal and short term harm to the environment
3	Moderate	Health - Moderate impact on contact population, medical treatment required
		Environment - Significant harm to the local environment for a short period
4	Major	Health - Major impact on contact population, extensive injuries
		Environment - significant harm to the environment
5	Catastrophic	Health - Potentially lethal on on contact population, death
		Environment - significant, widespread harm outside local area

NEV Water and Sewer Scheme Retail Supply Risk Assessment

Project Name:	Narara Ecovillage water and sewer scheme
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Created	Jon Ellis
Approved	Geoff Cameron
Personnel Consulted	Geff Cameron, Jon Ellis, John Talbott, David Parris

Activity	Risk	Impact	Unmitigated Risk					Control Strategy	Mitigated Risk				
			Likelihood		Consequence		Risk		Likelihood		Consequence		Risk
Network Operations	Network Operator has infrastructure failure or interruption	NEV unable to supply customers with service	3	Possible	4	Major	Very High	- NEV is the sole network operator related to the retail supply and therefore directly in control of ensuring the network operations are maintained - As network operator, NEV has assessed risks and implemented control strategies on the infrastructure to minimise the impact of interruption	1	Rare	2	Minor	Low
	Quality of water supplied by the network operator is not fit for purpose	Supplied water (potable or non-potable) is unsuitable for customer use	3	Possible	4	Major	Very High	- NEV is the sole network operator related to the retail supply and therefore directly in control of monitoring and checking water quality and stopping supply if necessary.	1	Rare	1	Insignificant	Low
Alternate Supplies	Alternate supply of services not available when needed or insufficient available to satisfy demand	NEV unable to supply customers with full services	3	Possible	4	Major	Very High	- alternate supplies have been identified - multiple local contractors that can be used for alternate supply are available - alternate supply is both practically and economically feasible. - NEV can rely on its customers to assist with managing demand during supply interruptions	1	Rare	2	Minor	Low
Business Operations	Business Interruption, e.g. fire, flood, natural disaster	NEV unable to operate as a retail supplier	1	Rare	5	Catastrophic	High	- Business interruption insurance in place - Procedures in place to minimise disruption, e.g., digital files archived off site - NEV has a backup office site to work from if site is temporarily unavailable	1	Rare	3	Moderate	Low
	Unforeseen event at NEV site or premises	NEV incurs unexpected or unsustainable expenses and can no longer operate as a retail supplier	1	Rare	5	Catastrophic	High	- risk management strategy in place to review potential risks and identify insurance to cover the possible outcomes - annual insurance reviews with broker to ensure ongoing adequacy of insurance policies	1	Rare	3	Moderate	Low
	Financial Risk - NEV Cash Flow	NEV unable to operate as retail supplier due to cash flow	2	Unlikely	4	Major	High	- NEV can call on its members to help smooth business cash flows - Ongoing management reviews of business wide cash flow to forecast and manage periods of low cash flow	1	Rare	2	Minor	Low
	Resource - insufficient resources committed within NEV	Delays to services or billing of customers	3	Possible	3	Moderate	High	- NEV will initially have less than 60 customers and the resources required each month to complete retail supply commitments are low - NEV members have multiple skill sets and can be deployed at short notice to satisfy short term resource deficiencies	1	Rare	1	Insignificant	Low
	Organisational - restructure, sale or transfer of utility business etc.	NEV have resources reassigned and are unable to complete responsibilities as a retail supplier	1	Rare	3	Moderate	Low	- NEV is 100% owned by its members and therefore are unlikely to be sold or restructured at short notice. Any organisational change will be negotiated with the current operations of the company in mind	1	Rare	1	Insignificant	Low

Activity	Risk	Impact	Unmitigated Risk					Control Strategy	Mitigated Risk				
			Likelihood		Consequence		Risk		Likelihood		Consequence		Risk
Customer Relations	Customer complaint or dispute - invoicing	Customer unhappy. NEV may not receive revenue for services	4	Likely	3	Moderate	High	- service level and charges nominated in a Service Agreement signed by both parties prior to supply commencing - NEV operate Xero billing system to manage and maintain invoicing and invoicing records - NEV has a Customer Complaint and Dispute Resolution procedure	1	Rare	2	Minor	Low
	Customer complaint or dispute - quality of service	Customer unhappy and may complain publicly thus affect NEV reputation	4	Likely	3	Moderate	High	-NEV has a Customer Complaint and Dispute Resolution procedure. - as also the network operator, NEV can respond to a valid network complaint which a customer raises without the need to refer them to a third party	1	Rare	2	Minor	Low

Appendix D.5

Contingency plans

Contingency plans for potable water supply are detailed in the Drinking Water Management Plan. Drinking water is reticulated by gravity water mains with 450kL of reservoir storage which represents 7 days storage at full development. The plan provides for potable water delivery by licensed contractor in the event of a longer interruption to supply.

Contingency plans for sewage services are detailed in the Sewage Management Plan. The scheme has 360kL of buffer sewage storage which represents 10 days storage at full development. The Sewage Management Plan provides for sewage pump out by licensed contractor in the event of a longer interruption to the system.

NEV Water Retail Supply Management Plan

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APPENDIX A Transfer Code of Conduct

APPENDIX B Marketing Code of Conduct

Document Control

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Draft	V. Tripathi	18/05/2017	First Draft
Rev 1	G. Cameron	20/11/2017	Revised and updated for WICA audit
Rev 2	G. Cameron	20/7/2018	Revised based on feedback from IPART audit
Rev 3	J Ellis	11/12/2020	Reviewed and updated

Retail Supply Management Plan

1. INTRODUCTION

This Retail Supply Management Plan relates to Narara Ecovillage Co-operative Ltd's (NEV's) intention, conduct and practices when supplying potable water, non-potable water and provision of sewerage services under its Retail Supplier's Licence Number 17_041R under the Water Industry Competition (WIC) Act (2006) for its site at 25 Research Road, Narara.

This Retail Supply Management Plan will consider the elements for the potable and non-potable water supply and sewerage services.

To assist with the documentation, monitoring and maintenance of potable and non-potable water and sewer schemes, NEV will sub-contract specific operational duties to its authorised third party sub-contractor Innaco Pty Ltd.

The principal activities sub-contracted to Innaco are:

- Documentation, monitoring and maintenance of the potable water system
- Documentation, monitoring and maintenance of the non-potable water system
- Documentation, monitoring and maintenance of the sewer system
- Documentation, monitoring and maintenance of the level gauges, chlorine monitoring equipment and chlorine dosing system at the header tanks.

As a consequence of NEV holding a corresponding Network Operator's License for this site, NEV maintains a set of management plans that describe the processes and procedures for this scheme. This includes detailed risk assessments, actions to be taken in case of incident and emergency, and alternate supplies in case of service interruption. The documents describe actions to be taken during normal operations or incident conditions. Examples of these documents include:

- Hazard Analysis and Critical Control Plan
- Recycled Water Quality Management Plan
- Sewage Management Plan
- Environmental Management Plan
- Operations and Maintenance Manuals
- Monitoring
- Communication
- Training Documents

In addition to considering continuity of supply, this document provides information and references in relation to customer complaints, water conservation measures, safety measures, missed payment, debt recovery and marketing and transfer.

2. MEETING CUSTOMER NEEDS

As part of the scheme implementation, NEV reviews the availability of the potable water and wastewater source, and the ability to meet the customer's needs in terms of:

- Volume
- Source quality
- Required treatment
- Fitness of potable and treated water for its intended purpose
- Seasonal fluctuations
- Continuity of Supply (see below)

This review is part of the engineering analysis at the inception of the project, and is reviewed from time-to-time as the project matures.

3. POTENTIAL RISKS

Typical site based activities are treatment of potable water and wastewater for reuse and disposal by irrigation. Generally, there are a number of risks associated with these types of schemes.

Water quality risks may range from aesthetic problems (odour / colour / taste) to chemical related damage to the plants. In a worst case situation these can include acute or chronic health problems. Potential water quality risks include:

Physical characteristics:	colour, foam, suspended solids, odour, bad taste, eye or skin irritation.
Chemical contaminants:	excessive salts (chlorides, sulphates, nitrates), heavy metals (Iron, cadmium, chromium, copper, lead, mercury, nickel, zinc), poisons (arsenic cyanide, pesticides) and in rare cases radioactive substances.
Microbial infestations:	bacteria (cholera, dysentery, gastro-enteritis, salmonella, or streptococcal infections, hepatitis, E.coli) Viruses (hepatitis, rotaviruses, MS2 coliphages, clostridia) Parasites that may cause gastro-enteritis: (Giardia, Cryptosporidium) Algal blooms
Intestinal worms:	(Tape worm)
Toxic bacteria:	Cyanobacteria

NEV hold the Network Operators License which corresponds to the retail license. The risks are addressed and quantified in the IOP for the scheme. For potable water treatment and supply, the risks are identified in the Drinking Water Management System Development Plan which is based on the 12 elements of the Australian Drinking Water Guidelines (ADWG). The non-potable water supply risks are identified and documented in the Water Quality Management Plan which ensures the scheme that meet the 12 elements of the Australian Recycled Water Guidelines. For sewage services, the risk assessment is contained in the Sewage Management Plan.

4. EVENTS THAT COULD ADVERSELY AFFECT NEV TO SUPPLY POTABLE AND NON-POTABLE WATER AND PROVISION OF SEWERAGE SERVICES

NEV is aware of the requirement to ensure continuity of service to customers, and to that end identifies and mitigates risks associated with supply interruptions. Alternate supply measures are also considered as a contingency where an extended outage might occur.

A detailed and specific risk assessment in the form of Hazard Operability study and Hazard Analysis and Critical Control plan is undertaken for potable water and non-potable water reuse and is documented in the Infrastructure Operating Plan. Each risk is assessed and quantified before and after mitigation to ensure the residual risk is acceptable.

As an indication, the table below outlines some reasons for non-potable water supply interruption that may be encountered in NEV's Retail activity and measures that will be taken.

The table below outlines some reasons for potable water supply interruption that may be encountered in NEV's Retail activity and measures that will be taken.

Supply Interruption Events and Control Measures for Potable Water Supply

Scenario	Reason	Occurrence	Preventative measures	Typical options for alternate supply/disposal for the customer
Poor quality water supplied by Gosford City Council (GCC)	GCC has had reticulated water quality issues in the past	May happen	<ul style="list-style-type: none"> Online pH and free residual chlorine monitoring Chlorine trim dosing to Potable Water Storage Tanks Customer complaint monitoring 	<ul style="list-style-type: none"> Water carting available. Suppliers already identified to provide water at short notice. Potable water storage tanks available with capacity to supply during short term interruptions Communication to residents on water restrictions if required
Loss of water supply from GCC resulting in no water available for customers	Planned maintenance and mains break may occur	May happen	<ul style="list-style-type: none"> Notification from GCC prior to any planned maintenance Large storage volume in Potable Water Storage Tanks Level sensor/transmitter on Gosford Water Break Tank Back up from Photovoltaic and batter storage in the event of grid power unavailable 	<ul style="list-style-type: none"> Water carting available. Suppliers already identified to provide water at short notice. Potable water storage tanks available with capacity to supply during short term interruptions Communication to residents on water restrictions if required
Contamination of water supplied by GCC after it is	<ul style="list-style-type: none"> Backflow from NEV to GCC during routine operation 	Unlikely	<ul style="list-style-type: none"> RPZ in supply line, tested annually and re-built 5-yearly Air gap on GCC Water Break Tank 	<ul style="list-style-type: none"> Water carting available. Suppliers already

Scenario	Reason	Occurrence	Preventative measures	Typical options for alternate supply/disposal for the customer
pumped into the GCC Break Tank	<ul style="list-style-type: none"> Illegal/unknown connections to temporary connection line resulting in backflow Non-quarantining of sewer and water equipment Cross-connections with recycled water system or other non-potable sources 		<ul style="list-style-type: none"> Chlorine residual Use of licensed plumbers Higher pressure in potable system than recycled system Colour coded piping Maintain positive pressure in the temporary connection line New customer connection audit 	<p>identified to provide water at short notice.</p> <ul style="list-style-type: none"> Potable water storage tanks available with capacity to supply during short term interruptions Communication to residents on water restrictions if required
Water cartage to NEV introducing poor quality water that is distributed to customers	<ul style="list-style-type: none"> External water suppliers may be corrupt and not follow required standards to supply drinking water 	Unlikely	<ul style="list-style-type: none"> Online pH monitoring Online chlorine residual monitoring Chlorine trim dosing to Potable Water Storage Tanks Customer Complaint monitoring Only water carters that are fully compliant with NSW Guidelines for Water Carters to be engaged Thorough reference checks of water carters before engaging them 	<ul style="list-style-type: none"> Water supplier agreements/arrangements with multiple water carters Potable water storage tanks available with capacity to supply during short term interruptions
Rupture of temporary connection line resulting in entry of contaminants into the system and contamination of GCC system	Main break resulting in entry of contaminants into the distribution system	May happen	<ul style="list-style-type: none"> RPZ on supply line, tested annually and rebuilt 5-yearly Use of new pipes and engaging experienced contractors for construction of water supply network Only 20 m of trench where temporary connection line is co-trenched with sewer Chlorine residual 	<ul style="list-style-type: none"> Water carting available. Suppliers already identified to provide water at short notice. Potable water storage tanks available with capacity to supply during short term interruptions Communication to residents on water restrictions if required

Supply Interruption Events and Control Measures for Non-Potable Water Supply

Scenario	Reason	Occurrence	Preventative measures	Typical options for alternate supply/disposal for the customer
Loss of supply which impacts non-potable water availability	<ul style="list-style-type: none"> Water out of specification Breakdown or maintenance of equipment 	Will occur periodically	<ul style="list-style-type: none"> Storage tanks with multi-day supply capacity 	<ul style="list-style-type: none"> Use of potable water to top up treated water tanks and maintain supply to the non-potable water reticulation system
Plant unavailable due to maintenance activities	<ul style="list-style-type: none"> Plant stopped for routine maintenance or extended maintenance activity 	Unlikely to happen	<ul style="list-style-type: none"> Routine maintenance can be carried out without interrupting supply due to buffering capacity at each end of the process. Extended maintenance activities such as CIP's are scheduled to minimise disruption 	<ul style="list-style-type: none"> Use of potable water to top up treated water tanks and maintain supply to the recycled water reticulation system
Supply unavailable due to breakdown	<ul style="list-style-type: none"> Mechanical or electrical failure of a plant component 	Will happen periodically	<ul style="list-style-type: none"> A documented maintenance schedule prepared specifically for this site to be followed. Maintenance risk assessment and asset replacement schemes developed as part of IOP Redundancy built into design through duty-standby arrangement on critical equipment Remote monitoring which allows early identification of breakdowns which stop normal operation of the system Plant components readily available or substitutable to minimise downtime 	<ul style="list-style-type: none"> Use of potable water to top up treated water tanks and maintain supply to the treated water reticulation system
Non-potable water is not fit for purpose	<ul style="list-style-type: none"> Breakdown or equipment damage 	Will occur periodically	<ul style="list-style-type: none"> Critical control points (CCP's) ensures the plant alarms and enters a safe state. 	<ul style="list-style-type: none"> Use of potable water to top up treated water tanks and maintain supply to the

Scenario	Reason	Occurrence	Preventative measures	Typical options for alternate supply/disposal for the customer
	<ul style="list-style-type: none"> Insufficient chemicals available Dosing rates or other plant parameters require adjusting 		<ul style="list-style-type: none"> CCP's plant parameters such as pH and chlorine Remote monitoring of plant to allow early detection and the ability to change operating parameters to bring treated water back into specification 	treated water reticulation system
Natural disaster, site issue or other problem which is NEV's beyond control	Any such event is likely to have broader effects on infrastructure, e.g., electricity supply. In this case NEV and its third party contractor Innaco would work with the customers to ensure a timely and efficient restoration of services.			
Cancellation of operating contract with the scheme operator	IPART to be notified and appropriate licensing changes made.			

NEV are also the licensed Network Operators and Retail Providers for sewerage services on this site and have engaged its nominated third party contractor, Innaco, to design and construct a sustainable sewerage infrastructure at this site. Continuity of sewerage services will be maintained by:

- Arranging for sewage pump out trucks operated by licensed contractors during emergencies
- Emergency call out of plumbers in case of any breakage in pipes
- Use of redundancy equipment for key items such as pumps, etc.
- Adequate buffer storage upfront to hold sewage in case failures are encountered within the system.
- Preventative maintenance and remote monitoring of potable and wastewater systems.

The table below outlines some reasons for sewerage services interruption that may be encountered in NEV's Retail activity and measures that will be taken.

Supply Interruption Events and Control Measures for Sewerage Services

Scenario	Reason	Occurrence	Preventative measures	Typical options for alternate supply/disposal for the customer
Pumps is not able to discharge sewage at a sufficient rate	<ul style="list-style-type: none"> Peak or unusual flows Plant is in maintenance or breakdown state and can't discharge sewage 	Will occur periodically	<ul style="list-style-type: none"> Use buffer tanks upstream and downstream to even out flows Infrastructure designed to accommodate peak flows Remote monitoring of system 	<ul style="list-style-type: none"> Pump out excess feed to tanker and dispose off site.
Pumps unavailable due to maintenance activities	<ul style="list-style-type: none"> Pumps stopped for routine maintenance or extended maintenance activity 	Unlikely to happen	<ul style="list-style-type: none"> Routine maintenance can be carried out without interrupting supply due to redundancy Extended maintenance activities are scheduled to minimise disruption 	<ul style="list-style-type: none"> Pump out excess feed to tanker and dispose off site.
Pumps unavailable due to breakdown	<ul style="list-style-type: none"> Mechanical or electrical failure of a component 	Will happen periodically	<ul style="list-style-type: none"> Innaco follows a maintenance schedule documented in the Operations and Maintenance Manual. Appropriate redundancy is built-in (such as duty/standby pumps). Maintenance risk assessment and asset replacement schemes developed and documented Redundancy built into design through duty-standby arrangement on critical equipment Remote monitoring which allows early identification of breakdowns which stop normal operation Plant components readily available or substitutable to minimise downtime 	<ul style="list-style-type: none"> Pump out excess feed to tanker and dispose off site.
Natural disaster, site issue or other problem which is beyond control of NEV	Any such event is likely to have broader effects on infrastructure, eg, electricity supply. In this case Innaco would work with NEV to ensure a timely and efficient restoration of services			
Cancellation of operating contract with the licensed scheme owner	IPART to be notified and appropriate licensing changes made.			

5. CUSTOMER CONTRACTS

NEV will ensure that a contract, is put into place with each retail customer prior to the commencement of retail services. Each contract will fully define the scope of supply and detail the commercial arrangements including payment terms.

NEV will enter into a water services supply contract with each of its customers. This contract will include:

- Pricing information
- Education information regarding the scheme
- Obligations regarding compliance with plumbing codes
- Obligations regarding responsibility for infrastructure, and inspections required before connection of a new customer
- Ongoing obligations of the supplier and the customer

The contract will require that licensed domestic plumbing contractors engaged by the owner or builder will be responsible for the private plumbing installations to comply with AS 3500 and the NSW Code of Practice for Plumbing and Drainage.

A copy of the Standard Supply contract will be posted on NEV's web site.

6. CUSTOMER COMPLAINTS AND DISPUTE RESOLUTION

NEV has a Complaints Handling and Dispute Resolution policy which outlines how customer complaints will be handled. Further, a Code of Conduct for Customer Complaints has been developed which provides customers with an overview of the how Innaco will handle complaints.

Monitoring of customer satisfaction will be undertaken for the NEV scheme by monitoring and acting on customer feedback and complaints through the NEV Water Utility Office. All customer complaints will be investigated and documented.

NEV staff will receive ongoing training to ensure this customer complaint process is appropriately implemented. NEV Scheme staff will be trained to log any customer complaints or feedback that they receive via other means (e.g. in person) to the NEV office to ensure the details are recorded and can be tracked and monitored.

NEV will report complaints data as required by the regulation.

7. DEBT RECOVERY

NEV has developed a Code of Conduct for Debt Recovery. This document has been developed to outline and explain to customers how NEV will handle Debt Recovery.

NEV has also developed a procedure for Debt Recovery. This procedure outlines the internal processes that are followed in the event that debt recovery action needs to be instigated.

8. MARKETING AND TRANSFER

Under clauses 26 and 27 of the Water Industry Competition (General) Regulation 2008, the Minister has established a Marketing Code of Conduct and a Transfer Code of Conduct.

The Marketing Code of Conduct sets the standards of conduct for marketers representing licensed retail suppliers and the minimum level of information to be provided to customers.

The Transfer Code of Conduct regulates the process to transfer customers between licensed retail suppliers or the transfer of customers between a licensed retail supplier and public water utility.

These codes of conduct are set out below in Appendix A and Appendix B.

In January 2012, the Water Industry Competition (General) Regulation 2008 was amended so that the Transfer Code of Conduct applies to retail supply licensees under the WIC Act and public water utilities. This amendment will protect those customers that decide to transfer from a public to private service provider.

NEV holds a Network Operator's License and services and maintains the network to which the retail operations apply.

The members of the co-operative have determined that Narara Ecovillage Co-operative shall be the provider of water and sewer services to the project but could collectively choose another service provider in the future.

All residential customers and community facility holders will be informed adequately in advanced of the arrangements for provision of water and sewer services in the village through Narara Ecovillage Co-operative Ltd's Disclosure Statement.

Notwithstanding the above, NEV are committed to complying with any relevant Codes of Conduct in relation to marketing and transfer operations within the water industry and accordingly have developed a Code of Conduct.

Accordingly we will:

- (a) not engage in misleading, deceptive or unconscionable conduct, whether by act or omission;
- (b) not exert undue pressure on a Customer, nor harass or coerce a Customer;
- (c) ensure that information provided to Customers is truthful and in plain language and
- (d) ensure that information provided to individual Customers is relevant to that Customer's circumstances.

9. COMMUNICATION

Community involvement in the NEV drinking water scheme will be encouraged. The following mechanisms will be available for community communication and to promote awareness of drinking water quality issues:

- Direct communication of water quality incidents and alerts
- NEV website updated with recent information including water quality monitoring results

- Customer supply agreements with all residential customers of the NEV Scheme
- Commercial and trade waste agreements with any commercial customers of the NEV Scheme
- Customer information packs distributed to all dwellings in the scheme
- Ongoing customer awareness and education
- Customer service systems for managing customer complaints and reporting of failures
- Water meters for customer feedback on water usage and leaks
- Direct communication with the NEV Water Utility staff (because the scheme is small with onsite assets and a local operator, residents will be able to directly communicate with NEV Water Utility staff)
- Community consultation for all major system changes once the scheme becomes operational

10. REVIEW OF RETAIL MANAGEMENT PLAN

NEV will review this Management Plan annually or sooner, as part of its annual compliance review. Updated plans will be supplied to IPART and other parties as required by the WIC Act and Regulations.

NEV Water

Code of Conduct - Customer Complaints

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1.0	G Cameron	10/07/2017	First Draft
1.1	G Cameron	6/10/2017	Reviewed and expanded based on feedback from Aquacell
1.2	G Cameron	31/05/2018	Added Health related complaints section
1.3	G Cameron	20/08/2018	Amended following feedback from EWON

2. Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community.

NEV will be responsible for the design, construction, commission, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water on site for household use, irrigation and possibly for small commercial applications. This aspect is critical to the success of the village and the quality of life of NEV residents and visitors. NEV aims to be self-sufficient in providing water and be a model for sustainable water management for a community.

3. Purpose

The purpose of this Policy is to set out how NEV deals with complaints from customers and resolves disputes. While it is hoped that there will be few complaints received from customers, it is recognised that complaints may arise and this Policy assists staff with the process involved for handling complaints and resolving disputes.

This policy and the principles it embodies, applies to all NEV customers, not just the customers who fall under the Retail Operator's License.

When necessary or appropriate, NEV may make use of an approved ombudsman scheme such as EWON (Electricity and Water Ombudsman NSW).

4. Introduction

NEV is committed to dealing with complaints and resolving disputes efficiently and fairly. Handling complaints well gives NEV an opportunity to better understand its customers, improve service and minimise disputes.

This policy has been written based on the guidelines outlined in **AS10002:2014 Guidelines for Complaint Management in Organisations**.

Staff are required to follow this policy.

If you have any queries about this Policy, you should contact NEV's Manager Retail Operations by phone on (02) 4328 1588 or by email to water@nararaecovillage.com.

Customer queries or any 'other customer feedback' where the customer 'is not dissatisfied' must be documented separately as 'other consumer feedback' and excluded from the record of 'water quality complaints'.

The scheme includes a dual water supply reticulation system hence NEV should take complaints regarding water quality very seriously and consider the potential for cross connection.

Health related complaints

Where a complaint is received which is or may potentially be a health related complaint then

- the Minister for Health
- the Minister for Lands and Water

- IPART, and
- potentially affected licensed network operators, retail suppliers or public water utilities.

must be immediately notified using the procedures outlined in NEV's Health Related Complaint Notification Procedure.

NEV is responsible for determining whether an incident falls into this category. The likelihood and consequence of any potential incidents that could impact water quality, public health or safety are detailed in the potable and non-potable water risk assessments for the scheme.

5. Definitions

For the purpose of this procedure, the following definitions apply:

- Complainant – person, organisation or their representative (including clients, consumers, service users, customers, etc.) making a complaint.
- Complaint – Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.
- Complaint Management System – encompasses all aspects of the policies, procedures and practices, staff, hardware and software used by an organisation for the management of complaints.
- Disputes – unresolved complaints escalated, internally or externally, or both.
- Feedback – Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly to or about the organisation, its products, services staff or its handling of a complaint

6. Guiding Principles

NEV are committed to the guiding principles outlined in AS1002:2014 Guidelines for Complaint Management in Organisations, namely:

- People focus – NEV acknowledges that everybody has the right to complain and that complaint resolution will have a proactive, people focussed approach;
- Ensuring no detriment to complainant – complainants will not be disadvantaged or adversely affected because they have made a complaint;
- Visibility and transparency – NEV will ensure that all complaints handling activities are transparent and activities communicated to all relevant parties, including, where appropriate, the public. Complaints Handling Code of Practice will be made available publically;
- Accessibility – all customers or parties affected by NEV's activities will have access to the complaint handling mechanism outlined in this document;
- No charges – NEV does not charge a fee to complain.

In addition to the guiding principles outlines in the standard, NEV also commit to:

- Investigate all complaints in a timely and objective manner;
- The efficient and fair resolution of complaints;
- Allocating adequate resources to handle and resolve complaints;

- Where appropriate and a complainant requests, provide assistance to the complainant in the formulation and lodgement of complaints;
- Dealing with complaints quickly and courteously;
- Documenting all complaints;
- Reviewing and analysing complaints data;
- Identifying and taking actions to correct systemic complaints;
- Statutory reporting of complaint data where required;
- Reviewing complaint handling procedures and related documentation periodically;

7. Responsibilities

NEV CEO

- Ensuring that a Complaint Handling and Dispute Resolution Procedure is maintained;
- Ensuring that a concise Complaint Handling Code of Practice is established, documented and made available to customers;
- Ensure all documentation is reviewed periodically;
- Appoint a Manager Retail Operations.

Manager Retail Operations

- Facilitate the handling of customer complaint in line with this procedure
- Maintain customer complaint data for future reference and analysis

All Other Staff

- Listen courteously and speak politely to a person who is making a complaint;
- Where practical, and authorised to do so, resolve the complaints on the spot;
- Ensure complaints that cannot be resolved on the spot are passed onto the Customer Complaint Officer;
- Respond in a timely manner to customers who have complained;

8. Procedure

Complaint Procedure

If a customer submits a complaint to NEV, NEV:

- a) must, if the complaint is oral, either resolve it “on the spot” to the customer’s satisfaction, or if that is not done, request the customer to submit a written complaint (however, there is no requirement that the complaint be in writing before it can be dealt with according to these procedures) and refer the complaint to the Manager Retail Operations;

- b) must, if the complaint is in writing, acknowledge in writing receipt of the complaint as soon as practicable and in any event within 14 days from receipt, and enclose a copy of this Policy for the customer's information;
- c) must ensure that the complaint receives proper consideration resulting in a determination by the Manager Retail Operations as the person designated by NEV as appropriate to handle complaints;
- d) must act in good faith in dealing with and resolving the complaint;
- e) must investigate the complaint including by:
 - a. seeking all relevant information from the complainant;
 - b. obtaining all relevant information from NEV staff,
- f) may in its discretion give any appropriate remedy to the complainant, including any of the following:
 - a. information and explanation regarding the circumstances giving rise to the complaint;
 - b. an apology; or
 - c. compensation for loss incurred by the complainant,
- g) must communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 days after receipt by NEV of the complaint:
 - a. the determination in relation to the complaint;
 - b. the remedies (if any) available to the member; and
 - c. information regarding any further avenue for complaint.

All oral complaints not resolved "on the spot" and all written complaints must be referred to the Manager Retail Operations on receipt. The Manager Retail Operations must ensure the steps listed in 6.1(b)-(g) are carried out. In doing this, the Manager Retail Operations must take into account and act consistently with the Key Principles set out in 5.1 of this above. The Manager Retail Operations must liaise with all appropriate parties when dealing with and resolving complaints.

Written complaints can be treated as resolved to the satisfaction of the customer where a customer has been notified in writing of a decision about a complaint, and no response has been received from the complainant.

Oral complaints can be treated as "resolved to the satisfaction of the customer" where:

- a) the complaint has been resolved to the customer's satisfaction "on the spot"; or
- b) the customer has been notified of a decision about a complaint, and no response has been received from the customer, the complaint can be treated as "resolved to the satisfaction of the customer".

If a complainant asks for information about NEV's complaints handling methods, staff must refer that request to the Manager Retail Operations as soon as possible. The Manager Retail Operations must ensure the customer is provided with a copy of this Policy within 7 business days of the request.

If a complainant asks for assistance in the formulation and lodgement of his/her complaint, staff must refer that request to the Manager Retail Operations as soon as possible. The Manager Retail Operations must ensure reasonable assistance is provided to the customer.

Complainant rights for further review

If the Complainant is not satisfied with the outcome of the investigation or the proposed resolution, the Complainant can request that the complaint is investigated by more senior Narara Ecovillage representatives.

External dispute resolution / Ombudsman

The Energy and Water Ombudsman NSW is a free and independent service that can provide information, advice and assistance to customers.

If a Complainant is not satisfied with Narara Ecovillage's response or investigation about a lodged complaint, or wishes to seek independent advice about it, the Complainant may contact the Energy & Water Ombudsman NSW for assistance or review of the outcome of the complaint.

All our customers have the right to contact the Energy & Water Ombudsman NSW at any time for independent advice and information. However, we do hope you will contact us directly to allow us the opportunity to rectify any issue.

The contact details for the Energy & Water Ombudsman NSW are below:

Energy & Water Ombudsman NSW (EWON)

Freecall: 1800 246 545

Freefax: 1800 812 291

Online: <https://www.ewon.com.au/>

Email: complaints@ewon.com.au

Mail: Reply Paid 86550, Sydney South NSW 1234

The Complaints and Disputes Register

The Manager Retail Operations must ensure that a Complaints and Disputes Register is established, maintained and kept up to date. The Register is comprised of a copy of each Complaint Report (refer Attachment A).

At a minimum, the Register must include the following information about every complaint and/or dispute that is received:

- Date complaint made/dispute notified;
- Nature of complaint/issue;
- Date resolved;
- How resolved;
- Was dispute referred to Ombudsman or arbitrator;
- Does complaint/dispute indicate a recurring or systemic issue;
- If yes, action taken to ensure issue does not recur/that systemic issue addressed.

The Manager Retail Operations must periodically review the Register amongst other things, to check that:

- complaints are being handled appropriately, including in accordance with this policy, and within the required timeframes;

- systemic or recurring complaints are being identified, and that the cause of those complaints is being identified and remedied.

Review against Documented Performance Standards

The Manager Retail Operations must establish documented performance standards against which adherence to this policy can be tested. Those standards must be based on the requirements of this policy. The Manager Retail Operations must review the adequacy and appropriateness of those standards, and amend them as necessary from time to time.

Periodically (at least annually), the Manager Retail Operations must review the operation of the policy against the documented performance standards and report the outcome of this review to

Performance Standards

NEV is committed to resolving customer complaints in an efficient and timely manner. Minimum performance standards are documented in Appendix B.

9. Training

All staff, regardless of their role in NEV, may have direct contact with customers. For this reason, all staff are made aware of this complaints procedure.

NEV values customer service highly, and customer service experience is typically taken into account when recruiting new employees. Where a new employee has limited experience in liaising with customers, they are coached and mentored by a more experienced staff member. This mentoring is designed to ensure that all interactions with customers, inclusive of complaints, are conducted in a courteous and professional manner.

NEV may also use external training resources where a specific need is identified.

Attachment A – Complaint Report

1.	Complaint received from	
2.	Brief description of complaint	
3.	Date complaint made / dispute notified	
4.	Date resolved	
5.	How resolved	
6.	Was complaint / dispute referred to arbitration or the Ombudsman Service	
7.	Does complaint / dispute indicate a recurring or systemic issue	
8.	If yes, what action was taken to ensure the issue does not recur / that systemic issue has been addressed	
9.	Date by which remedial action must be completed	
10.	Date remedial action completed	
11.	Who is responsible for ensuring remedial action is carried out	
12.	Date by which remedial action must be completed	
13.	Date remedial action completed	
14.	Is complaint / dispute significant?	
15.	If yes – date notified to CEO	

Attachment B – Documented Performance Standards

The following table documents NEV's complaint handling performance standards

No.	Action required	Timeframe
1.	Acknowledge any customer correspondence within 2 working days. Where a resolution cannot be provided in the response, an indication of actions and timeframes must be given. Email or telephone responses will be received by the customer immediately. Responses sent to a postal address may take up to 10 days to arrive, however the response must be sent within 2 working days.	Within 2 working days
2.	Send copy of NEV's Complaints Handling Policy to any Customer who asks for information about its complaints or disputes handling methods	Within 7 business days
3.	Oral complaints not resolved "on the spot" and written complaints to be referred to Manager Retail Operations	Immediately
4.	Where customer requests assistance in formulation/lodgement of complaint – refer matter to Manager Retail Operations	As soon as possible
5.	Manager Retail Operations to write to complainant acknowledging receipt of complaint, and forwarding copy of NEV's Complaints Handling Policy	Within 14 days of receiving complaint
6.	Manager Retail Operations to advise complainant in writing of outcome and (if complaint not resolved to complainant's satisfaction) advise complainant in writing of availability of external dispute resolution mechanism, Ombudsman Service (or designated equivalent); and how Ombudsman Service may be accessed.	Within 45 days of receiving complaint
7.	Complaints and Disputes Register – Manager Retail Operations to: (a) record complaint on Register; and (b) keep Register updated about the complaint	(a) Within 7 days of receipt (b) Within 45 days of receipt

NEV Water Code of Conduct for Debt Recovery

Document Control

Document Number:	NEV101	Current Version:	Rev 1	Document Approver:	Head of NEV Water
Document Owner:	NEV Water	Controlled Document:	Yes	Date Approved:	21/9/2017

History of Revisions

Version	Revised By	Date	Nature of Changes
Draft	V. Tripathi	18/05/2017	First Draft
Rev 1	G. Cameron	21/9/2017	Revised and updated for WICA audit

1. Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community.

As the WICA license holder, NEV will be responsible for the design, construction, commissioning, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source up to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water on site for the use of households and for possible commercial applications. This aspect is critical to the success of the village and the quality of life of all those living and visiting NEV. NEV aims to be self-sufficient in providing water and be iconic in water management for a community.

2. Aim

The purpose of this Code of Conduct is to describe how NEV will respond to overdue customer invoices.

3. Scope

This Code of Conduct is applicable to all NEV water and sewer customers.

4. CODE OF CONDUCT

Customer Contract

NEV will execute a customer contract with each retail customer. The contract will be unique to the scheme and will fully define all inclusions and exclusions. The details of cost to supply the customer will be fully detailed in the customer contract. The actual pricing tariffs will be published on the NEV Water website.

The Customer Contract will nominate invoicing arrangements including frequency and payment terms.

If a customer is having difficulty paying a bill or is concerned about not being able to pay on time, NEV will try to reach an achievable agreement with the customer to pay what is owing.

The options may include:

- a short extension of time;
- a payment plan to pay the account in regular instalments over an agreed time-frame;
- a budget plan where regular manageable amounts are debited from the customer's nominated account; or,
- access to a Payment Assistance Scheme that operates through the Ecovillage Benevolent Fund or other local welfare agencies.

5. Procedure

Overdue Invoices

NEV will contact any customer who has not paid an invoice by the due date. Contact will typically be via telephone or by sending a reminder notice by post or email in the first instance.

NEV will continue to communicate and work with a customer to resolve any issue or dispute the customer may have with their invoice, and facilitate payment.

Warning Notice:

At least 7 days prior to taking action for non-payment, NEV will send a payment warning notice that:

- provides information about help that is available to the customer, including information about the Energy and Water Ombudsman of NSW (EWON) and NEV's payment assistance policy; and
- advises the customer that the payment is overdue and must be paid to avoid legal action or supply restriction; and
- caution that, if legal action is taken or supply restricted, the customer may incur additional costs in relation to those actions
- Advises that NEV may charge interest on overdue invoices.

Financial Hardship

NEV is committed to supplying our customers and acknowledge that from time to time, customers may have trouble paying an invoice by the due date.

Where a customer is unable to pay in invoice due to financial hardship, NEV will negotiate reasonable alternate payment terms. Failure to comply with the alternate payment terms may result in restriction of supply or termination of the Service Agreement.

Unpaid invoices and Restricted Supply

As a last resort NEV may restrict the supply of services to a customer and/or take legal action. This will happen if:

- more than 14 days have elapsed since the issue of the reminder notice to the customer;
- more than 7 days have elapsed since the issue of the warning notice to the customer;
- NEV or its agent has attempted to make contact with the customer by telephone, email or in person, about the non-payment;
- the customer has been notified of the proposed restriction or legal action and the associated costs, including the cost of removing any restriction device; and,
- the customer has;
 - been offered a flexible payment plan and has refused or failed to respond; or
 - agreed to a flexible payment plan and has failed to comply with the agreed arrangement.

NEV will not unreasonably restrict or terminate supply to any customer. No action will be taken where there is an active dispute.

Where a notice to restrict supply is given to a customer, the conditions under which supply will be recommenced will be clearly stated.

NEV will not take steps to restrict a customer's service due to non-payment if:

- a. it is a Friday, public holiday, weekend, day before a public holiday, or after 3pm; or
- b. the customer is registered as medically dependant.

If the supply to a customer's property is restricted, NEV will continue to provide water for basic health and hygiene purposes and endeavour to notify the occupants either in person, by email or a phone call when the supply is restricted.

NEV will restore a restricted service within 24hours of becoming aware that the reason for the restriction has been resolved.

Contacting NEV

NEV can be readily contacted to discuss invoicing issues via phone, email or post. Contact details are below:

Postal: 25 Research Road, Narara, NSW 2250

Phone: +61 2 4328 1588

Email: accounts@nararaecovillage.com

Web: www.nararaecovillage.com/water

Disputes

The NEV Water customer contract will include a procedure for dispute resolution. Where a customer is not satisfied with the outcome of this process, they may choose to have the process externally reviewed.

The Energy and Water Ombudsman of NSW can be contacted on 1800 246 545. Additional contact details and a description of their services can be found at www.ewon.com.au.



Narara Ecovillage Co-operative Ltd
25 Research Road Narara NSW 2250
ABN 86 789 868 574

NEV Policy

Customer Service Charter

Document Number:	NEV050	Revision Number & Date:	1 – 7/9/2017	Narara Ecovillage Co-operative Ltd
Date of Issue:	7/9/2017	Controlled Document:	Yes	Page 1 of 2

Customer Service Charter

This Customer Service Charter applies to all of Narara Ecovillage Co-operative Limited's (NEV) potable and non-potable water products.

At NEV, we strive to be recognised for our personal responsibility and genuine commitment to all customers.

As a retailer of potable and non-potable water products, we ensure that you receive the benefit of our extensive knowledge and the highest standard of customer service.

As an operator, we are committed to delivering you a reliable water supply service, with ongoing operation and maintenance of NEV water infrastructure to ensure it meets your needs.

Customer safety

Nothing is more important than your health. We will only deliver your water supply that complies with relevant health regulations and guidelines. If you ever have a concern, please contact us immediately on 02 4328 1588 or via our web site at www.nararaecovillage.com/nev-water.

Reliable supply

Whatever your needs or concerns, we're here to help you with your water needs. NEV has support personnel on call 24/7 and can be accessed by calling 02 4328 1588.

Online monitoring of each NEV system is undertaken and any priority alarm event triggered by your site will be detected via automatic alerts, allowing NEV personnel to respond quickly to incidents or adverse events should they occur.

Accurate bills

We aim to provide you with an accurate and timely bill as per your service contract.

Meeting your needs

We will always seek to offer you the most suitable system engineered specifically for your needs, along with competitive prices and the information you need to make an informed decision.

Your privacy

We are committed to protecting your privacy and complying with applicable laws.

Complaint handling

If you have any concerns, or wish to lodge a complaint, we will do our best to solve your problem promptly. For issues requiring further investigation we aim to reach a solution as soon as possible. To lodge a complaint, please call 02 4328 1588 or email water@nararaecovillage.com.

Document Number:	NEV050	Revision Number & Date:	1 – 7/9/2017	Narara Ecovillage Co-operative Ltd
Date of Issue:	7/9/2017	Controlled Document:	Yes	Page 2 of 2

NEV Water

Complaints Handling and Dispute Resolution Procedure

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Document Name:	Complaints Handling and Dispute Resolution	Revision Number & Date:	1.2 11/12/2020	Narara Ecovillage Co-operative Ltd
Date of Issue:	01/12/2015	Controlled Document:	Yes	Page 1 of 11

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Document Control

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History of Revisions

Version	Revised By	Date	Nature of Changes
1.0	D Carey	1/12/2015	First Draft
1.1	G Cameron	14/11/2017	Reviewed and expanded
1.2	J Ellis	11/12/2020	Reviewed and updated

1. Context

Narara Ecovillage Co-operative Limited (NEV) is creating a socially, environmentally and economically sustainable community.

NEV will be responsible for the design, construction, commission, operation and maintenance of all potable, non-potable and sewerage infrastructure distribution networks from source to the customer connection points in accordance with the Water Services Association of Australia (WSAA) guidelines.

NEV plans to produce and treat water on site for household use, irrigation and possibly for small commercial applications. This aspect is critical to the success of the village and the quality of life of NEV residents and visitors. NEV aims to be self-sufficient in providing water and be a model for sustainable water management for a community.

2. Aim

The purpose of this Process is to set out how NEV Water complies with it's NEV058 Code of Conduct - Customer Complaints when it deals with complaints and resolves disputes from customers. While it is hoped that there will be few complaints received from customers, it is recognised that complaints may arise and this Policy will assist workers with the process involved for handling complaints and resolving disputes.

When necessary or appropriate, NEV Water may make use of an approved ombudsman scheme such as EWOS (Energy & Water Ombudsman NSW).

3. Abbreviations

EWOS	Energy & Water Ombudsman NSW
NEV	Narara Ecovillage Co-operative Limited
WSAA	Water Services Association of Australia

4. Purpose of this Policy

4.1. Introduction

- NEV Water is committed to dealing with complaints and resolving disputes efficiently and fairly. The NEV Board expressly endorses this commitment
- Handling complaints well gives NEV Water an opportunity to better understand its customers, improve service and minimise disputes
- Workers are required to follow this Policy
- If you have any queries about this Policy, you should contact NEV's Administration Officer by phone on 02 4328 1588 or by email to info@nararaecovillage.com.

4.2. Terminology

- **Narara Ecovillage** also means NEV for the purposes of this policy
- **Board** means the board of directors of NEV
- **Customer** means an NEV Water customer
- **Complaint** means any expression of dissatisfaction with a product or service offered or provided by NEV Water. ¹ A complaint can be made orally or in writing
- **Complainant** – person, organisation or their representative (including clients, consumers, service users, customers, etc.) making a complaint.
- **Complaint Management System** – encompasses all aspects of the policies, procedures and practices, staff, hardware and software used by an organisation for the management of complaints.
- **Dispute** means a pursued unsatisfied complaint ². In other words, it is a matter that has been dealt with as a complaint under this Policy but where the complainant is still not satisfied with the outcome
- **Feedback** – Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly to or about the organisation, its products, services staff or its handling of a complaint
- **Relevant Workers** means employees, consultants and contractors who may receive complaints from customers

5. ASIC requirements

5.1. ASIC's requirements are as follows ³

- a. The complaints/disputes handling procedures must satisfy the Essential Elements of Effective Complaints Handling set out in section 2 of AS 4269-1995 (these Essential Elements are set out in paragraph 6.1 of these Procedures).
- b. The procedures must appropriately document the internal complaints handling and dispute resolution procedures.

This includes setting out in writing the procedures and policies for:

- receiving complaints
- investigating complaints
- responding to complaints within appropriate time limits
- referring unresolved complaints to an external dispute resolution scheme

¹ AS 4269-1995, para 1.4.2

² AS 4269-1995, para 1.4.4

³ RG 165.10

- recording information about complaints
- identifying and recording systemic issues
- the types of remedies available for resolving complaints, and
- internal structures and reporting requirements for complaints handling

A copy of the procedures must be available to all Relevant Workers.

A simple and easy-to-use guide to the procedures should also be made available to customers either on request or when they want to make a complaint.

- c. The procedures must include a system for informing complainants about the availability and accessibility of the relevant external dispute resolution scheme.

This means that this Policy must provide that if a complaint has been through the internal Complaints Handling Process but remains unresolved, or is not resolved within the appropriate time limits, the relevant complaints handling workers:

- must inform the complainant that they have a right to pursue their complaint with an external dispute resolution scheme, and
- provide details about how to access the relevant external dispute resolution scheme

6. Key Principles for Complaints Handling and Dispute Resolution ⁴

This policy has been written based on the guidelines outlined in AS10002:2014. NEV has referred to the Essential Elements of Effective Complaints Handling set out in section 2 of AS 4269-1995. These Essential Elements are set out below.

The Key Principles which underpin this Policy are as follows:

- NEV is committed to the efficient and fair resolution of complaints (noting that in this context, “fairness” means fairness to both the complainant and the person complained about)
- NEV has allocated adequate resources for handling complaints
- NEV tells *Relevant Workers* and *Customers* about its complaints handling policy
- NEV makes this complaints handling mechanism available to all of its customers
- If appropriate and a complainant requests, NEV will provide assistance to the complainant in the formulation and lodgement of complaints
- NEV aims to deal with complaints quickly and courteously
- Subject to statutory requirements, complaints handling under this Policy is at no charge to the complainant
- The Retail Manager (where appropriate in conjunction with the CEO) has the capacity to determine and implement remedies to complaints/disputes
- Data is collected and recorded about complaints, and their outcomes
- Complaints are classified and analysed so that systemic or recurring problems are identified and rectified
- There is appropriate reporting on the operation of this Policy against documented performance standards
- This Policy is reviewed at least annually to ensure that it is delivering effective outcomes

This Policy embraces these Key Principles.

⁴ These “Key Principles” address the “Essential Elements of Effective Complaints Handling” in Section 2 of AS 4269-1995

7. Responsibilities

NEV CEO

- Ensuring that a Complaint Handling and Dispute Resolution Procedure is maintained;
- Ensuring that a concise Complaint Handling Code of Practice is established, documented and made available to customers;
- Ensure all documentation is reviewed periodically;
- Appoint a Complaints Handling Officer.

Complaints Handling Officer

- Facilitate the handling of customer complaint in line with this procedure
- Maintain customer complaint data for future reference and analysis

All Other Staff

- Listen courteously and speak politely to a person who is making a complaint;
- Where practical, and authorised to do so, resolve the complaints on the spot;
- Ensure complaints that cannot be resolved on the spot are passed onto the Customer Complaint Officer;
- Respond in a timely manner to customers who have complained;

8. Procedures

7.1. If a Customer submits a complaint to NEV

NEV:

- a. must, if the complaint is oral, either resolve it “on the spot” to the customer’s satisfaction, or if that is not done, request the *Customer* to submit a written complaint (however, there is no requirement that the complaint be in writing before it can be dealt with according to these procedures), and refer the complaint to the Retail Manager;
- b. must, if the complaint is in writing, acknowledge in writing receipt of the complaint as soon as practicable and in any event within 14 days from receipt, and enclose a copy of this Policy for the customer’s information;
- c. must ensure that the complaint receives proper consideration resulting in a determination by the Retail Manager as the person designated by NEV as appropriate to handle complaints;
- d. must act in good faith in dealing with and resolving the complaint;
- e. must investigate the complaint including by:
 - i. seeking all relevant information from the complainant;
 - ii. obtaining all relevant information from NEV workers,
- f. may in its discretion give any appropriate remedy to the complainant, including any of the following:
 - i. information and explanation regarding the circumstances giving rise to the complaint;
 - ii. an apology; or
 - iii. compensation for loss incurred by the complainant,
- g. must communicate to the complainant in relation to the complaint as soon as practicable and in any event not more than 45 days after receipt by NEV of the complaint:
 - i. the determination in relation to the complaint;

- ii. the remedies (if any) available to the *Customer*; and
- iii. information regarding any further avenue for complaint.

7.2. Resolution of Complaints

All oral complaints not resolved “on the spot” and all written complaints must be referred to the Retail Manager on receipt. The Retail Manager must ensure the steps listed in 6.1(b)-(g) are carried out. In doing this, the Retail Manager must take into account and act consistently with the Key Principles set out in Section 8 of this Policy. The Retail Manager must liaise as appropriate with the CEO when dealing with and resolving complaints.

7.3. Resolution of Written Complaints

Where a customer has been notified in writing of a decision about a complaint, and no response has been received from the *Customer*, the complaint can be treated as “*resolved to the satisfaction of the customer*”.

7.4. Resolution of Oral Complaints

These can be treated as “*resolved to the satisfaction of the customer*” where:

- a. the complaint has been resolved to the customer’s satisfaction “*on the spot*” or
- b. the customer has been notified of a decision about a complaint, and no response has been received from the customer, the complaint can be treated as “*resolved to the satisfaction of the customer*”

7.5. If customer asks for information about complaints handling procedures

If a *Customer* asks for information about NEV’s complaints handling methods, workers must refer that request to the Retail Manager as soon as possible. The Retail Manager must ensure the customer is provided with a copy of this Policy within 7 business days of the request.

7.6. If customer asks for assistance in formulating or lodging complaint

If a *Customer* asks for assistance in the formulation and lodgement of his/her complaint, workers must refer that request to the Retail Manager as soon as possible. The Retail Manager must ensure reasonable assistance is provided to the customer.

7.7. Where complaint not resolved to customer’s satisfaction

For each complaint that cannot be resolved to the customer’s satisfaction within 45 days, the Retail Manager must inform the complainant in writing that the complainant may have a right to pursue their complaint with Energy & Water Ombudsman Service NSW (EWOS) and provide details about how to access EWOS, or the designated arbitrator to be determined between NEV and IPART.

7.8. Telling Customers about this Policy

NEV must tell *Customers* about this Policy in each service contract, and make it available on their website.

9. General

8.1. Communication within NEV

All *Relevant Workers* must be made aware of this Policy. It is the responsibility of the Retail Manager to ensure this occurs.

Periodically (at least annually), the Retail Manager must remind all *Relevant Workers* about this Policy.

8.2. Training

All staff, regardless of their role in NEV, may have direct contact with customers. For this reason, all staff are made aware of this complaints procedure.

NEV values customer service highly, and customer service experience is typically taken into account when recruiting new staff. Where a new employee has limited experience in liaising with customers, they are coached and mentored by a more experienced staff member. This mentoring is designed to ensure that all interactions with customers, inclusive of complaints, are conducted in a courteous and professional manner.

NEV may also use external training resources where a specific need is identified.

8.3. Annual Review of this Policy

The Retail Manager is responsible for ensuring this Policy is adhered to.

Periodically (at least annually), the Retail Manager must review this Policy and report the outcome of this review to the CEO.

When reviewing this Policy, consideration must be given to whether the Policy:

- continues to comply with all applicable legislative requirements; and
- efficiently delivers effective outcomes.

8.4. The Complaints and Disputes Register

The Retail Manager must ensure that a Complaints and Disputes Register is established, maintained and kept up to date. The Register is comprised of a copy of each Complaint Report (refer to Attachment A).

At a minimum, the Register must include the following information about every complaint and/or dispute that is received:

- Date complaint made/dispute notified
- Nature of complaint/issue
- Date resolved
- How resolved
- Was dispute referred to Ombudsman or arbitrator
- Does complaint/dispute indicate a recurring or systemic issue
- If yes, action taken to ensure issue does not recur/that systemic issue addressed

The Retail Manager must periodically review the Register to check, amongst other things, that:

- complaints are being handled appropriately, including in accordance with this Policy, and within the required timeframes
- systemic or recurring complaints are being identified, and that the cause of those complaints is being identified and remedied

The Complaints and Disputes Register must be tabled at least quarterly at the NEV Water Utility group meetings.

8.5. Review against Documented Performance Standards

The Retail Manager must establish documented performance standards against which adherence to this Policy can be tested. Those standards must be based on the requirements of this Policy. The Retail

Manager must review the adequacy and appropriateness of those standards, and amend them as necessary.

Periodically (at least annually), the Retail Manager must review the operation of the Policy against the documented performance standards and report the outcome of this review to the CEO.

10. Attachment A: Customer Complaint Report

1.	Date of this Report	
2.	Date complaint made / dispute notified	
3.	Nature of Complaint	
4.	Date resolved	
5.	How resolved	
6.	Was complaint / dispute referred to arbitration or the Ombudsman Service	
7.	Does complaint / dispute indicate a recurring or systemic issue	
8.	If yes, what action was taken to ensure the issue does not recur / that systemic issue has been addressed	
9.	Date by which remedial action must be completed	
10.	Date remedial action completed	
11.	Who is responsible for ensuring this action is carried out	
12.	Date by which this action must be completed	
13.	Date action completed	
14.	Is complaint / dispute significant?	
15.	If yes – date notified to NEV Board	
16.	If yes – date notified to Network Operations Group Meeting	

11. Attachment B: Complaints Handling Procedures

Documented Performance Standards

No.	Action required	Timeframe
1.	Send copy of NEV's Complaints Handling Policy to any Customer who asks for information about its complaints or disputes handling methods	Within 7 business days
2.	Oral complaints not resolved "on the spot" and written complaints to be referred to Customer Relations Officer	Immediately
3.	Where customer requests assistance in formulation/lodgement of complaint – refer matter to Customer Relations Officer	As soon as possible
4.	Customer Relations Officer to write to complainant acknowledging receipt of complaint, and forwarding copy of NEV's Complaints Handling Policy	Within 14 days of receiving complaint
5.	Customer Relations Officer to advise complainant in writing of outcome and (if complaint not resolved to complainant's satisfaction) advise complainant in writing of availability of external dispute resolution mechanism, Ombudsman Service (or designated equivalent); and how Ombudsman Service may be accessed.	Within 45 days of receiving complaint
6.	Complaints and Disputes Register – Customer Relations Officer to: (a) record complaint on Register; and (b) keep Register updated about the complaint	(a) Within 7 days of receipt (b) Within 45 days of receipt

NEV Water Customer Contract

Document Control

Document Number:	NEV122	Current Version:	Rev 2	Document Approver:	Head of NEV Water
Document Owner:	NEV Water	Controlled Document:	Yes	Date Approved:	28/11/2017

1. Words used in this contract

Some of the words used in this contract have a special meaning. The meanings are set out in the Definitions in Section 26.1 at the end of this contract

2. What is a customer contract?

This contract provides the terms under which we supply Services, where available, to you as our Customer. Services may include some or all of the following:

- supply of drinking water
- supply of recycled water
- provision of wastewater treatment (also called sewerage) services

This contract is between Narara Ecovillage Co-operative Ltd (ABN 86 789 868 574) (NEV) and you, the Customer, in relation to Services we provide to you.

3. Who is covered by this contract?

You are our customer and you are covered by relevant clauses of this contract if you receive any of the above services from us.

4. Other agreements with us?

If you have a separate agreement with us (for example a non-standard water or wastewater agreement, a trade waste agreement or permit or a recycled water agreement), the terms of this contract will apply unless they directly contradict the terms outlined in the separate agreement.

5. When does this contract start?

This contract commences on the date when you sign the application for connection and agree that you have read and agree with the terms and conditions contained in the NEV Water Customer Contract and when water supply and/or wastewater services are connected to your premises, or the account is transferred to you, or you are transferred to NEV Water from another service provider once the contract has been signed.

6. What services does NEV provide?

6.1. Drinking water

We may supply you with drinking water if your Property is within our licensed area of operations.

In such case we will supply you with a drinking water service to meet your reasonable needs, except:

- in the case of planned supply interruptions
- where we are entitled to restrict supply under Section 12; or
- in the case of events beyond our reasonable control, such as:
 - unplanned interruptions (including interruptions or operational difficulties in the supply of bulk drinking water to us) under Section 8.1;
 - in the case of major operational difficulty under Section 8.4; or
 - prolonged drought: see Section 8.3.

If you are heavily dependent on a continuous supply of water for medical or other reasons, it may be in your interests to consider contingency arrangements in the event of an interruption to the water supply. Any such arrangements would be at your cost.

Drinking water will be sourced from an established public water Authority, such as Central Coast Water or our own WICA licensed potable water supply.

Drinking water quality

The drinking water we source will comply with the health, taste and odour related guidelines provided in the Australian Drinking Water Guidelines 2011 (published by the National Health and Medical Research Council and the Natural Resource Management Ministerial Council) as specified by the NSW Health and any other guidelines, as required by our License.

Drinking water pressure

We will use our best endeavours to ensure that the drinking water we supply to your Property is at the minimum pressure of 15 meters head, or such other pressure as required under our Licence.

Subject to Sections 8 and 12, drinking water is to be available for supply to your Property, whether generally or during specified periods, at a rate to meet reasonable demand at the premises.

Cross-contamination

We will take all reasonable steps to reduce the risk of cross-contamination in Our System, including separate piping for all drinking water reticulation mains, appropriate accreditation of plumbers in relation to installation and connection works, and the publication of guidelines for you and your tradespersons in relation to your household appliances and internal plumbing connected to Our System.

You must not tamper with or otherwise make any modifications to Our System without first obtaining our express written permission. If you don't do this, then there is a heightened risk of cross-contamination of your drinking water with other water sources.

6.2. Recycled Water

We may supply recycled water to your Property in addition to your potable water supply.

In such case we will supply you with recycled water to meet your reasonable needs for irrigation and flushing toilets, except:

- in the case of planned or unplanned interruptions, under Section 8.1;
- in the case of major operational difficulty under Section 8.4;
- where we are entitled to restrict supply under Section 12; or
- in the case of events beyond our reasonable control.

Information is available on our website at www.nararaecovillage.com/nev-water/ detailing our standard requirements for use of recycled water. We are not responsible for any use of recycled water at your Property that does not follow these requirements.

Please note that we may vary water pressure to suit operational needs, which may impact on your use, but we will use our best endeavours to ensure that the recycled water we supply to your Property is at a minimum pressure of 10 meters head.

Within our area of operations, the recycled water system and the recycled water we supply to you as our Customer will comply with the Australian Guidelines for Water Recycling 2006 (Phase 1 Managing Health & Environmental Risks) National Water Quality Management Strategy or as approved by the relevant Federal and/or State health authorities.

Our recycled water will be produced from removing and purifying the water contained in sewage and may be supplemented by local water sources including drinking water.

Subject to Sections 8 and 12 recycled water is to be available for supply to your premises, whether generally or during specified periods, at a rate to meet reasonable demand at your premises.

6.3. Cross-contamination

We have taken all reasonable steps to reduce the risk of cross-contamination in Our System, including separate colour-coded piping for all recycled water reticulation mains, appropriate accreditation of plumbers in relation to installation, connection and maintenance works, and the publication on our website at www.nararaecovillage.com/nev-water/ of guidelines for you and your plumber in relation to your household appliances and internal plumbing connected to Our System.

You must not tamper with or otherwise make any modifications to Our System without first obtaining our express written permission. If you don't do this, there is a heightened risk of cross-contamination of your recycled water with other water sources, especially your drinking water.

7. Wastewater services

7.1. Supply of wastewater service

If your property is connected to our wastewater system, we will supply you with wastewater services to meet your reasonable needs for the discharge of residential sewage except:

- where we are entitled to discontinue supply under clause 12 or
- in the case of planned interruptions and unplanned interruptions, under clause 8
- in the case of events beyond our reasonable control.

You must not discharge into our wastewater system substances that are prohibited. Details of these are on our website at www.nararaecovillage.com/nev-water/. Normal domestic wastewater is permitted.

7.1. Wastewater overflow

We will make every reasonable effort to minimise the incidence of wastewater overflows on your property due to a failure of our wastewater system.

If there is a wastewater overflow on your property due to the failure of our wastewater system, we will:

- Respond promptly
- Minimise inconvenience and damage to you by ensuring the overflow is contained as soon as possible
- Clean up the affected area as quickly as possible at our cost and in such a manner to minimise the risk to human health, and;
- Make good any damage to your Property as a result of the failure of our wastewater system.

7.3. Blockage of your wastewater system

If a blockage occurs and you suspect that it is a blockage in our system, you should notify us.

If the blockage occurs in our wastewater system, we will clear the blockage at our cost. However, you may be liable to pay to the extent you have contributed to the blockage.

If the blockage occurs in your wastewater system, you are responsible for arranging the blockage to be cleared by a licensed plumber at your cost.

7.4. Trade wastewater

You may discharge trade wastewater into our wastewater system only if you have obtained our prior written permission and entered into a trade waste agreement with us. This agreement will detail permitted rates of discharge.

We will give you our prior written permission and enter into a trade waste agreement with you only if we are able to accept, transport and process trade wastewater that you discharge in full compliance with applicable safety and environmental laws, our Licence and the Act. You can contact us to obtain further information on the guidelines and standards for obtaining a trade wastewater agreement.

8. Service Interruptions

8.1. Unplanned service interruptions

If there is an unplanned interruption to our supply of Services to you, we will make every reasonable effort to minimise the inconvenience to you by:

- restoring the service as quickly as possible; and
- providing as much information as practicable on our website at www.nararaecovillage.com/nev-water/, which will advise you how long the interruption is likely to last based on the best information available at the time.

8.2. Planned service interruptions

We may need to arrange planned interruptions to our supply of Services to you to allow for planned or regular maintenance of Our System or the systems of any public water Authority that interface with Our System. We will tell you of the expected time and duration of any planned interruption, at least two working days in advance, unless you agree to another period.

We will use reasonable endeavours to ensure the planned interruption is minimized.

8.3. Water restrictions – Drought

In accordance with our Licence, the Act and other laws, restrictions may be placed on the use of water we supply to you in the case of drought events. You must comply with our supply conditions during this time. We will publish our drought supply conditions on our website at www.nararaecovillage.com/nev-water/. These may include:

- restrictions on the use of water, including the purpose for which water may be used;
- a variation of charges consistent with our Licence; and
- other conditions that we consider appropriate, including the purposes for which water can be used, the times when water can be used, the quantities of water that can be used, and the means or methods of use of water.

We will also make every reasonable effort to notify you immediately following the imposition of any such water restrictions of any applicable conditions, where applicable.

8.4. Water restrictions - Major operational difficulty

In accordance with our Licence and the Act, we may need to shut down a water supply source in the event that a major operational difficulty occurs in relation to our water system or that of our bulk water supplier. If customer demands for water are high at the time of such an event, we may interrupt the supply, or place restrictions on the use of our water supply services to you until such time as the operational difficulty is over.

Where practicable, we will publish our supply/use conditions under these circumstances on our website at www.nararaecovillage.com/nev-water/. These may include:

- restrictions on the use of water, including the purpose for which water may be used; and
- other conditions that we consider appropriate, including the purposes for which water can be used, the times when water can be used, the quantities of water that can be used, and the means or methods of use of water.

9. What you pay

9.1. Responsibility to pay your account

As the owner of Property to which the Services are provided, you are our Customer and, as such, you are responsible for the account.

9.2. How and when our charges are made

We will charge you by invoice sent to the email or postal address you have provided to us on the following basis:

- Fixed service charges – quarterly in advance; and
- Variable usage charges – quarterly in arrears.

If you have no email address, we will post the invoice to your billing address.

9.3. What appears on your invoice

Your invoice will include the following details:

- your Customer ID number
- your Property address
- the account period to which it applies
- your meter ID number(s)
- the usage charges in arrears for each meter
- the service fees in advance
- any other fees and charges payable
- the total amount due
- the date payment is due or will be deducted from your account
- contact telephone numbers for account enquiries and emergency services
- instructions for interpreter services
- a comparison of past and present water usage.

9.4. How and when invoices are sent

We will send your invoice by email to the latest email address we have for you, unless you have chosen to accept invoices by postage, in which case we will post your invoice to the latest postal address we have for you and may charge you our reasonable costs for sending invoices by post.

You will be taken to have received your invoice when it has been sent electronically to your email address, or in the case of posting, 3 working days after it has been posted. If your contact details change, you should update these using our contact details listed on our website at www.nararaecovillage.com/nev-water/.

9.5. How payment can be made

As part of the registration process and to open an account to receive the Services you must provide us with your billing email address or postal address. Based on these details, we will send you a quarterly invoice showing the due date for payment, which is 21 days from invoice date.

We accept payment via direct credit, Visa card, Mastercard or cheque. No other payment methods are accepted.

9.6. Missed payments – Code of conduct for debt recovery

If you have missed a payment you should view our **Code of Conduct for Debt Recovery** on our web site at www.nararaecovillage.com/nev-water/. This document describes our process if a customer misses one or more payments.

After any missed payment, we will contact you in order to discuss the situation and to determine the appropriate remedial course of action and we may:

- a) charge you a late payment fee and interest on any such missed payments at a rate equivalent to 2% over the current Business Mortgage rate as published by Australian and New Zealand Banking Group - the interest will accrue on a daily basis commencing on the due date until such amount has been settled in full;
- b) charge you our reasonable costs and fees incurred in recovering (or attempting to recover) any overdue amount;
- c) notify relevant credit agencies, and/or take other legal action to recover any overdue amount; and
- d) where the customer is not the occupier of the Property to which our Services are being provided, subject to relevant privacy law, attempt to contact the occupier to discuss the outstanding payment and determine if the occupier wants to settle the payment directly on behalf of the customer to avoid any disruption to or restriction of the delivery of the Services.

If the Property is tenanted, you agree that, without limiting clause 9.11 you are indebted to the occupier for any amount you owe us for which payment has been made to us by the occupier.

9.7. Undercharging

If, as a result of our error, we have charged you less than what you are required to pay us we may at our discretion adjust your next invoice to include the amount (or amounts) by which you were previously undercharged. If the undercharging is due to you providing incorrect information or there has been an unauthorised connection or you have breached this contract or relevant law or regulation, you must pay the correct amount on request.

9.8. Overcharging

If, due to our error, we have charged you more than what you are required to pay us, we will apply a credit to your next account after we become aware of the error.

9.9. Payment disputes

If you do not consider that the charges on your account are correct, you may contact us via the telephone number or email address shown on our website at www.nararaecovillage.com/nev-water/. In some cases, we will require you to provide evidence to support your claim. If there is an unresolved dispute concerning an amount of money to be paid by you, you must pay the undisputed amount by the due date shown on your account.

9.10. Liability for unpaid charges on change of ownership

You are liable to us for the unpaid amounts for the Services provided to the Property owed to us by the previous owner of the Property.

9.11. Lessee may pay and recover charges under customer contract

If you are a lessor of the Property and the lease of the Property provides, expressly or impliedly, that the lessor of the Property is to pay contract charges to the relevant water utility, you agree that the lessee may pay to us any charges that are due but unpaid by you and may:

- (a) recover the amount paid from you as lessor as a debt due to the lessee; or
- (b) deduct the amount paid from any rent, licence fee or other occupation fee payable by the lessee to you as the lessor.

9.12. Interpreter Services

Should you require assistance in another language you can contact the Australian Translation and Interpreting Service (TIS) on 13 14 50 for assistance.

10. How prices are determined

10.1. Notification of price variations

We will set and vary charges from time to time, but only in accordance with our Licence, the Act and any prices and methodologies determined by the NSW Independent Pricing and Regulatory Tribunal (IPART).

We will publish our charges on our website at www.nararaecovillage.com/nev-water/, but they are subject to change. We will let you know of any material changes. Any changes will start on:

- the first day of the next billing cycle; or
- any other date we nominate after we have published the change; or
- a date (if any) determined by IPART.

When the start date for a change falls part way through your billing period, we will apply the variation of charges on a daily pro-rata basis.

10.2. Charges

All current charges are published on our website at www.nararaecovillage.com/nev-water/ and are subject to annual review. We will let you know of any changes, which will also be published on our website at www.nararaecovillage.com/nev-water/. All variable rate charges are based on usage. The following are the most common charges:

Residential

- Connection charges – fixed rate
- Wastewater service charge – fixed rate
- Recycled water service charge – fixed rate
- Drinking water service charge – fixed rate
- Drinking water usage charge – variable (\$/kL)

Business

- Connection charges – fixed rate
- Wastewater service charge – variable (based on discharge factor)
- Recycled water service charge – fixed rate

- Drinking water service charge – fixed rate
- Drinking water usage charge – variable (\$/kL)

If you are a business Customer you may be required to enter into a trade waste agreement with us and will be charged for our wastewater service by applying a wastewater discharge factor in relation to your water usage. This discharge factor varies and is calculated on a customer-by-customer basis depending on the nature of your business.

At your request, we may adjust the determined wastewater discharge factor for your Property if you provide verifiable evidence that the wastewater discharge from your Property differs from the wastewater discharge factor we have determined.

Where significant wastewater discharge volumes from your Property originate from sources other than a metered drinking water supply or metered recycled water supply (for example, from rainwater or other on-site sources, tankered water or effluent), we may at our discretion apply an additional discharge factor or require the wastewater discharge to be metered by a meter approved by us. The supply and installation of the approved wastewater meter will be at your cost.

Where a wastewater discharge factor is varied, the revised charge will apply from the beginning of the next billing period. We will notify you of any change to your discharge factor.

10.3. Other costs and charges

Costs for installing and connecting the Services

You must pay the installation costs of a connection and the construction of any necessary works from your Property (or where the Customer is an owners corporation or co-operative or the Property is a lot in multi-storey premises, the Building Plumbing System) to the Services.

Connection to the Services must be approved by us and comply with the conditions we set to ensure the safe and reliable supply of the Services. The connection must be undertaken by a licensed plumber and in accordance with relevant plumbing codes, regulations and standards and our published connection requirements.

Charges for other matters

In the event you do anything that causes damage to Our System, you will be accountable for any costs and expenses we incur as a direct result in connection with any repair or replacement work undertaken.

11. Financial hardship, discounts and rebates

If the Property is residential and you are an individual person (and not a corporation or body corporate) experiencing financial hardship or payment difficulties:

- you should contact us to discuss the situation; and
- you have a right to defer payment for a short period of time.
- If we agree to enter into a payment plan arrangement with you, we may:
 - enable you to make payments by instalments;
 - inform you about the period of the payment plan and the amount and frequency of each instalment;
 - provide for instalments to be calculated having regard for your consumption needs, your capacity to pay and the amount of any arrears you are required to pay, and;
 - provide you with procedures that are fair and reasonable for dealing with financial difficulty.

We may also, from time to time, offer other assistance (discounts and/or rebates). Details of plans and/or programs, if applicable, can be found on our website at www.nararaecovillage.com/nev-water/. In addition, Government programs may offer support. Any details of these Government programs will be on our website at www.nararaecovillage.com/nev-water/, but may change from time to time.

12. Restriction of water and wastewater services

12.1. Restriction of supply for non-payment

If you are unable to pay your account due to financial hardship please refer to Section 11. If you have missed a payment by the due date and have not made alternative payment arrangements with us, we may, subject to Section 12.3 below, restrict any or all of the Services, or take legal action in order to recover the debt, or both.

The restriction may include reducing the flow of water delivered to your Property.

You are likely to face additional costs if we proceed to restrict Services, or if legal action is taken.

12.2. Restriction of supply for other reasons

We may also restrict (or in serious cases, disconnect) the supply of Services to your Property in the following circumstances:

- if Your Water System or Your Wastewater System has not been authorised or does not comply with applicable codes, regulations and standards or our connection requirements;
- you fail to rectify a defect in Your Water System, Your Wastewater System or your landscaping where it compromises the operation and/or maintenance of our water and/or wastewater system, as requested by us in accordance with Section 16;
- you breach this contract, the Act or other agreement with us concerning the use or taking of water or the discharge of wastewater or stormwater or access onto your Property;
- you discharge trade wastewater into our wastewater system without a trade waste agreement with us or do not comply with the conditions of the trade waste agreement;
- if a serious health, environmental or operational risk is posed by the discharge of chemicals or other substances from your Property into our wastewater system;
- if a serious health or environmental risk is posed by backflow of any substance from Your Water System into our water system;
- if you have not correctly installed and maintained a backflow prevention device prior to being connected to our water system or have failed to provide a test report by the due date (if required);
- you use your recycled water in a manner inconsistent with its intended purpose or in a manner contrary to the information we provide about using recycled water; or
- where we are entitled or required to restrict or to discontinue supply under an applicable law.

12.3. Restriction and legal action

We will not restrict supply of Services or begin legal action in the case of Section 12.1 above:

- without explaining alternative payment options;
- if there is an unresolved dispute as to the amount owing; and
- if you have entered into a payment arrangement with us and are complying with it.

We will not restrict supply of Services:

- if any occupier of the Property needs water for a registered haemodialysis (ie. kidney dialysis) machine or other reasonable medical need;
- without giving reasonable notice to the occupier of the Property that we intend to restrict the supply; or
- if a related complaint is being considered for resolution by us, or the relevant ombudsman service or is the subject of legal proceedings.

12.4. Minimum flow rate during restriction

If we restrict the supply of Services, we cannot reduce the flow of drinking water below that necessary for basic sustenance and hygiene. If you believe that the restriction will cause a health hazard you should contact us.

13. Disconnection by a customer

You may disconnect your Property from the Services if:

- you have complied with all applicable health, environmental and local council regulatory requirements;
- you have given us all information we may reasonably require;
- you have given us 30 days' written notice;
- you or your contractor have given us 30 days' notice of the disconnection from either system, paid the relevant fees, booked an inspection of the work and returned any of our property to us (eg. our water meters); and
- the disconnection is undertaken by a licensed plumber and conducted in accordance with applicable plumbing, drainage or other regulations or standards.

We will continue to charge you a service charge for our Services, even if you are not using the Services, until the disconnection has been confirmed and/or any of our property is returned to us.

13.1. Restoration of Services after restriction or disconnection

When the reason for the disconnection or restriction of the Services no longer exists or if there is mutual agreement to restore Services, we will restore these Services as soon as practicably possible.

You will need to pay a reconnection fee for the Services to be restored to your Property. This fee will be determined at the time by reference to the particular circumstance relating to your reconnection.

14. Redress

14.1. Limitation of liability

The only promises we make about the goods and services we provide under this contract and the only guarantees, conditions and warranties for which we are liable are:

- those set out in this document and those that the law says are implied or cannot be excluded; and
- the consumer guarantees under the Competition and Consumer Act 2010 (Cth).

However, where we are liable to you because of a breach of a condition or warranty that the law says is included in this contract, our liability is, to the extent permitted by law, limited to:

- replacing the goods and services to which the breach relates; or
- at our option, paying you the cost of replacing those goods, or having the services supplied again.

The limitation of our liability does not affect rights you have under a law that says we cannot exclude or limit.

15. Responsibilities for maintenance and repair

15.1. Your Water System

If you are a property owner, you own and are responsible for maintaining and repairing all of the pipes and fittings between our water system and the buildings and/or taps on your property. This is referred to as your water system.

As a property owner, you are responsible for any damage caused by a failure of your water system.

if you are an owners corporation (to the extent that it relates to drinking water or recycled water) the Building Plumbing System; and are responsible for any damage caused by a failure of Your Water System or the Building Plumbing System as the case may be.

We will maintain and repair our water system up to but not including the Customer's Connection Point.

Except in the case of multi-storey building customers, the Customer's Connection Point is at the point on the meter valve assembly immediately downstream of the water meter.

For multi-storey building customers (typically owners corporations), the Customer's Connection Point is the point that is the upstream face of the:

- (1) inlet flange of the connection between our water system and the Building Plumbing System for the conveyance of water to apartments and to common property areas, which is typically a booster pump located in the basement of the building; and
- (2) any "T-off" branch connection from the main building connection pipework of our water system leading to the Building Plumbing System.

To the extent Our System is on your Property, there will either be an easement on title reflecting that, or in the absence of any such easement, you agree to grant an easement in respect of that part of Our System, failing which you agree to grant us unfettered access to Our System for the purposes referred to in Section 20.1.

We do not maintain or repair:

- the Building Plumbing System as it relates to drinking water or recycled water;
- illegal services and water services installed contrary to appropriate codes, regulations and standards or our connection requirements;
- dedicated fire services or combined fire and domestic water services connected to Our System;
- water services connecting to privately-owned water mains such as in some community title subdivisions or shared private services;
- private water services connecting to our water mains under the terms of a 'Non-standard Agreement'; or
- faults resulting from willful or negligent damage.

You are also responsible for rectification of any illegal services installed contrary to appropriate codes, regulations and standards or our connection requirements.

We will also not meet the costs of installing any private services or modifying, upsizing or relocating existing private systems.

We are not responsible for installing, maintaining, repairing or annual testing of backflow prevention containment devices (ie. devices to prevent the reverse flow of water from a potentially polluted source into the drinking water supply system) on your Property.

Please see also Section 15.2 below, our website at www.nararaecovillage.com/nev-water/ if you have any questions about the repair and maintenance responsibilities in relation to the Services.

15.2. Your Wastewater System

Your Wastewater System comprises all wastewater pipes, fittings and other apparatus within your Property upstream of the downstream Section of the Customer's Connection Point with our wastewater system, and includes the Customer's Connection Point (and if you are an owners corporation, the Building Plumbing System).

You are responsible for operating, maintaining and repairing Your Wastewater System.

For all wastewater systems other than multi-storey buildings, the location of the Customer's Connection Point depends on the extent to which the sewer pipe was laid to the Property when the sewer system was installed. Where the wastewater main is in the Property to be connected, this is usually the junction on the wastewater main or the junction on the top of a riser. Where the gravity wastewater main is not in the Property to be connected, this may be the end of a branch line, which is usually about 1.2 meters inside the boundary of the Property to be connected. The Customer's Connection Point may be outside the Property.

We do not maintain or repair:

- the Building Plumbing System as it relates to wastewater;
- wastewater services connecting to privately owned wastewater mains such as in some community title subdivisions or shared private services;
- private wastewater services connecting to our wastewater system under the terms of a 'Non-standard Agreement'; or
- faults caused by willful or negligent damage.

You are responsible for rectification of any illegal services installed contrary to appropriate codes, regulations and standards or our connection requirements.

We will not be liable for the cost of installing any private services or modifying, upsizing or relocating existing private services.

16. Defective or unauthorised work

In this Section, 'defective or unauthorised work' means any service on your Property that includes:

- construction or use of a service that does not comply with current codes of practice, standards, legislation or regulations; and/or
- a blockage or leakage from, or into, the service.

If we become aware that any part of Your System is defective or unauthorised and impacts or poses a risk to the operation of the Services or Our System, we will request the defect to be fixed within a period that, in our opinion, allows sufficient time for you to arrange and carry out the necessary rectification.

If you do not comply with the notice, we may at our discretion restrict the Services or disconnect the Services until it is fixed. We may also remedy the defective or unauthorised work and you will be charged the reasonable costs incurred by us in undertaking this work.

16.1. Giving notice of system failures

You should inform us if you become aware of any failure of Our System delivering the Services. If you notify us of an interruption to your supply or a burst or leak in Our System, a disruption to the wastewater drainage from your Property or an overflow or leakage from Our System, we will ensure that the problem is attended to as soon as practicable.

17. Building, landscaping and other construction work

You must not undertake building, landscaping or other construction work that is over or adjacent to Our System and which may damage, interfere with or obstruct access to Our System without first obtaining our consent.

Approvals for building, landscaping or other construction work that involves building over, or adjacent to Our System are to be requested from us in advance of any activity being undertaken on the Property. If you do not obtain any such approval prior from us, you will be obliged to disassemble any such building, landscaping or other construction work and reinstate to prior condition or such condition we advise.

Conditions may apply to any approval for building, landscaping or other construction work that is over, or adjacent to Our System delivering the Services.

Failure to obtain approval or comply with the conditions of an approval will limit our obligation to reinstate building, landscaping or other construction work or liability for compensation as a result of our need to access Our System.

Properties with an existing service must be metered during the building period if the building work requires a water supply from us. The water meter must be accessible (as described in Section 21.4 at all times).

18. Connections to the Services

New customers should complete the Request for Connection form. This can be obtained on our website.

Connections to the Services and Our System are to be made using a licensed domestic plumber and in accordance with our connection policies and any other plumbing and drainage regulations, codes and standards that may apply.

In order to ensure public safety the property owner responsible for any plumbing works must supply NEV Water with copies of plumbing certificates signed by licensed plumbers and stating that the work complies with AS 3500 and the NSW Code of Practice for Plumbing and Drainage for any plumbing works undertaken at the property.

18.1. Altering and unauthorised connection or use

You must not:

- wrongfully take, use or divert any water supplied by us; or
- wrongfully interfere with the operation of a meter or prevent a meter from registering the quantity of any water supplied by us; or
- wrongfully discharge any substance into any system owned or operated by us.

You must obtain our consent before carrying out any activity that may alter, cause destruction of, damage to, or interference with Our System delivering the Services.

19. Removal of trees

If a tree on your Property is obstructing or damaging the Services or Our System, or is reasonably likely to do so, we may require the removal of the tree at your cost.

We will give you reasonable notice in writing requiring you to remove the tree. You may with our consent and at your cost, take steps to eliminate the cause of damage or interference to the Services or Our System, without removing the tree.

If you fail to comply with the notice to remove the tree, then we may remove the tree and recover the costs of removal from you.

We cannot require a tree to be removed that is the subject of a protection or conservation order under the Heritage Act 1977 (NSW), the National Parks and Wildlife Act 1974 (NSW), local council regulation or any other applicable law.

20. Entry onto a customer's property for maintenance and/or alterations

20.1. Access to Our System

You must ensure that we have safe access to your Property to:

- install, commission, inspect, test, maintain, repair, alter, upgrade or replace Our System, irrespective of where Our System is located;

- ensure that this contract, our Licence or the Act is being complied with for other purposes set out in the Act or other applicable laws; and
- read a meter.

20.2. Identification

When we enter your Property, our employees or contractors will carry identification that will be shown to you (or to any person present at the time of access).

20.3. Notice of access

We will give you, or the occupier of your Property, two days' notice specifying the date, and approximate time of our entry onto your Property, unless you agree to a shorter notice period.

We will not give you notice in cases where:

- in our opinion entry is required urgently;
- the purpose is to read, fit, exchange, repair or maintain a meter;
- giving notice would defeat the purposes of entry;
- we intend to conduct a water restriction investigation on your Property;
- we conduct a general inspection such as meter, plumbing or a backflow device or trade wastewater inspection, or;
- to assess the operation or condition of Our System where that inspection is not intrusive.

20.4. Impact on customer's property

If we enter your Property we will ensure that we:

- cause as little disruption or inconvenience as possible; and
- remove all rubbish and equipment we have brought on to the Property.

If our activities result in damage or loss to you or your Property, we may provide redress as outlined in Section 14.

21. Water meter reading, installation, testing and maintenance

21.1. Measuring water supplied

Unless we otherwise agree, a meter will measure the quantity of drinking water that we supply you.

You will be charged for the quantity of drinking water supplied to you measured by the drinking water meter, unless the meter is faulty and we are required to adjust what we charge you under Section 21.3.

If a meter is stopped, damaged or cannot be read, an estimated consumption will be calculated on a basis which is representative of your consumption pattern.

Where in our opinion no satisfactory basis exists to adjust a usage charge, we will negotiate with you a mutually agreeable adjustment of charges based on an estimated reading.

When the price for drinking water is varied on a date that falls within your meter reading period, we will apply the new price on a pro rata basis.

21.2. Water meter installation and maintenance

We will supply you with the meter referred to above that complies with the relevant Australian Standard. You must not remove a water meter from your Property without our consent.

We may require you to meter each individual Property served by a single connection to our water system. Your plumber or designer should check our published requirements during the planning stage.

Except for a Property which is an apartment in a multi-storey building, a backflow prevention device of a type approved by us may be required to be fitted to the outlet of the drinking water meter.

You are required to pay for installation of meters and ensure that they are installed either by us or a licensed plumber. The installed meters remain our property and we will maintain them. We may charge you for the cost of replacement of a meter if it is wilfully or negligently damaged. Where the meter is owned and operated by your owners corporation, that owners corporation is responsible for the maintenance of the meters.

We may require that you fit a meter to your fire service if this is an Authority requirement.

21.3. Meter testing

If you consider that the meter is not accurately recording water passing through it, you may ask us to test it. We will send you the meter test results on your request.

You will have to pay the costs of the meter test prior to the test proceeding. This cost will be refunded if the meter is shown to be inaccurate.

If the test shows that the meter is over recording or under recording in accordance with the relevant Australian Standard, we will:

- replace or repair the meter;
- refund any charge paid by you for the test; and
- recalculate your account on a basis that is representative of your consumption pattern.

21.4. Access to the water meter

We may enter your Property without notice for the purposes of reading, testing, inspecting, maintaining, repairing, and replacing meters.

You must ensure that meters are reasonably accessible to us (including our representatives) for meter reading, meter testing or maintenance purposes. The meters and the visible pipe connected should be clear of concrete, plants, trees, bushes and other obstructions.

If you have not provided reasonable and safe access to your meter, we will (unless we read using telemetry) bill you on an estimate of your use and will also recover the cost of the attempted meter reading.

Unless we read meters using telemetry, if you have not provided reasonable and safe access to meters for a reading on two or more occasions, we will:

- relocate the meters; or
- seek access at a time suitable to you, which will incur an additional fee; or
- ask you to read the meters on our behalf; or
- make other arrangements with you.

You will be responsible for any costs incurred for the work detailed above.

Unless we read meters using telemetry, if you cannot provide reasonable access for reading a meter on an ongoing basis and we cannot come to a mutually acceptable solution, we may treat your Property as un-metered and may impose an imputed service and usage charge. The imposition of imputed charges does not affect our right to address meter access issues at any subsequent time.

21.5. Meter replacement

We will replace the meter at no cost to you if the meter:

- is found to be defective; or

- if it can no longer be reasonably maintained; or
- is replaced as part of a meter replacement program.

If we incur additional costs to replace the meter because of actions by you (eg. restricted access to the meter, structural work at or near the meter), you have to pay us those additional costs.

We will attempt to notify you at the time of replacement and advise you that a new meter has been installed.

21.6. Telemetry

Where we read meters using telemetry but there is a problem with the telemetry system or the building's shared information technology network affecting the meter data, we bill you on an estimate of your use.

22. Further Information About Your Water Services

Education information regarding the potable water, recycled water and sewage services we provide, including how your behavior may affect our services and how to save water is available on our web site at www.nararaecovillage.com/nev-water/.

22.1. General enquiries

If you have a written or verbal question which can be satisfied by providing information, advice, assistance, clarification, explanation or referral to an external body (Enquiry) relating to an account, payment options, concession entitlements or other information about the Services, we encourage you to contact us as follows:

- by telephone between 8.30am and 5.00pm (Australian Eastern Standard Time) Monday to Friday on (02) 4328 1588 or such other telephone number as may be notified to you

If we cannot resolve your enquiry immediately, we will endeavour to respond to your request promptly.

22.2. Emergency assistance

In the event of a break down in any of Our System, an unplanned interruption to supply, or a water quality or water pressure problem, we provide a 24 hour emergency telephone service on (02) 4328 1588 or such other telephone number as may be notified to you.

22.3. Interpreter and TTY services

We will provide an interpreter service for people from non-English speaking backgrounds on request. Please contact the NEV Water office by phone, email or in person using the contact details published on our website at www.nararaecovillage.com/nev-water/ to request access to these services.

23. What can I do if I am unhappy with the service provided by NEV Water?

We recognise that customers may need to contact us to make a complaint if a service, product, decision or action fails to meet their expectations. If you have a complaint, please view our Code of Conduct for Customer Complaints at www.nararaecovillage.com/nev-water/.

This Code, which is compliant with the Australian Standard for Complaint Handling - AS ISO 10002 - 2006, covers:

- Complaints handling
- Complaints resolution
- Escalation
- Compliance and continuous improvement.

24. Privacy

NEV Water is committed to preserving and respecting the privacy and confidentiality of our customers. We ensure customers' information is managed in accordance with the Privacy Act 1998 (Cth) and the Australian Privacy Principles as set out in our privacy policy available at <http://nararaecovillage.com/privacy/>. Those policies include information about how you can access your personal information (including credit and credit eligibility information) which we hold and how to make a complaint about how we handle your personal information or seek correction of that information.

We collect your personal information so that we can provide you with our services, provide information about our services, develop and enhance our services and carry out our activities. If we do not collect your personal information we will not be able to provide you with our services.

To the extent permitted by law, by entering into this contract you consent to us:

- a) if the property is part of a strata scheme, obtaining your contact details (including address if you are not an owner occupier) from the owners corporation or strata manager of the strata scheme; and
- b) exchanging information about your creditworthiness, credit standing, credit history or credit capacity with credit reporting agencies, other credit providers, other suppliers, or our agents, contractors and franchisees, and, (if the property is part of a strata scheme) with the owners corporation and strata manager of the strata scheme.

We generally do not disclose your personal information to persons or entities outside Australia.

25. Termination and variation

25.1. Termination of this contract

This contract will terminate between us and you if you cease to be covered by this contract as described in Section 3.

The termination of this contract does not affect any rights or obligations of you or us that accrue prior to termination.

If this contract, or part of the contract, terminates because you have requested that some or all of the Services that we provide to your premises be transferred to another supplier licensed under the Act, then we will comply with the relevant provisions of the Act.

When you leave the connected residence you need to:

- notify us of the date you will depart, at least two weeks prior to your departure; and
- provide us with the details of the new incoming owner of the property and your conveyancing agent so we can conclude any arrangements with you and close your account.

You will be liable for any costs and expenses incurred by us if you do not comply with the above. Please refer to our website at www.nararaecovillage.com/nev-water/ for further details.

25.2. Variation of this contract

We may vary or substitute this contract from time to time. If we do so, we will let you know by describing the change in an invoice and/or by email to the latest email address we have for you. The up to date version of this contract will be published on our website at www.nararaecovillage.com/nev-water/ and available from our office for access or collection free of charge.

26. Definitions and interpretation

26.1. Definitions

Act	means the <i>Water Industry Competition Act 2006 (NSW)</i> together with the <i>Water Industry (General) Regulation 2008 (NSW)</i> as amended or replaced from time to time.
Area of operations	is the area within which NEV is authorised to exercise the rights conferred by the licence.
Authority	is any public or private authority having jurisdiction and may include us.
Building Plumbing System	means, in a high rise building, the plumbing system between the Customer's Connection Point and Your System.
Charges	includes any charge or fee payable under this Contract or other contract made between NEV and a customer for the provision of Services.
Co-operative	A body that is owned, controlled and used by its members (eg. separate owners corporations within a precinct), with its main purpose being to benefit its members.
Connection Requirements	means NEV's published requirements for connection to its Services. These requirements are intended to ensure that there is adequate capacity in the systems for customer connection and that the Our systems are protected against potential problems that could arise from defective connections and defective customer systems.
Contract	means this Customer Contract.
Customer	is defined in Section 3.
Customer's Connection Point	is the customer's connection point to the relevant: (a) water main (ie such part of our operator's water infrastructure as comprises the main water pipe from which water is distributed to premises); and (b) sewer main (ie such part of our operator's water infrastructure as comprises the main sewage pipe into which sewage is distributed from premises).
Defective and unauthorised work	means any drinking water, recycled water, wastewater or storm water service on your property that includes: • construction or use of a service that does not comply with current codes of practice, standards, legislation or regulations; and • and/or a blockage or leakage from, or into, the service.
Disconnection	means the stopping (either temporarily or permanently) of our supply of Services to your property.
Domestic wastewater	includes all liquids and any substances in them, which may be discharged into our wastewater system from a residential property, including discharges from toilets, hand basins, urinals, sinks, baths, showers, washing machines and similar items.

Drinking water	means water that is intended for human use and consumption and free of harmful chemicals and disease-causing organisms.
Drought	includes a prolonged period of low rainfall resulting in an actual or potential water shortage.
Financial hardship	means situations where a customer desires to pay an account, but is unable to pay all or some of the account or is unable to pay by the due date.
Law	means any act, regulation or Authority requirement.
Licence	means each of the relevant Network Operator's licence and the Retail Supplier's licence held by NEV under the Act.
Maintenance	includes repairs and replacement, and, where relevant, testing and inspection.
Meter	is the device used to measure the drinking water or recycled water use on the property. This includes any remote reading equipment and associated telemetry, wiring, power, plumbing and servicing equipment.
NEV	means Narara Ecovillage Co-operative Ltd (ABN 86 789 868 574)
Our System	means any one or more of our wastewater system and/or our recycled water system and/or our water system.
Our water service	means the services we are permitted to provide by the Licence and any applicable law in relation to storing and supplying drinking water and recycled water.
Our water system	includes the tanks, pumps or pumping stations, water mains, pipes, treatment plants, controls and other equipment which we must use, manage, operate and maintain under the Act to store and supply water and recycled water.
Our wastewater service	means the services we are permitted to provide by the Licence and any applicable law in relation to providing wastewater services and disposing of wastewater.
Our wastewater system	includes the pumps and pumping stations, wastewater mains, pipes, treatment plants and other equipment which we must provide, manage, operate and maintain under the Act to provide wastewater services and disposal or reuse of wastewater.
Owner	a person who holds ownership title to the property.
Owners corporation	a body made up of all the owners in a strata scheme which has responsibility for common property.

Planned interruption	means an interruption to the Services initiated by us to allow maintenance to be undertaken and for which notice has been given to you.
Property	means <ul style="list-style-type: none"> • an individual dwelling or premises used for any purpose; or • land, whether built on or not built on (excluding public land); or • a lot in a strata plan or a stratum lot that is registered under the Strata Schemes (Freehold Development) Act 1973 or the Strata Schemes (Leaseholder Development) Act 1986 or other relevant law; or • common property in such a strata plan, that is connected, or for which a connection is available, to our water system or our wastewater system.
Recycled water	is recycled water that is derived from treated wastewater and is not suitable for drinking at the time of supply by us.
Residential customer	means a customer who owns or occupies residential property, being property: <ul style="list-style-type: none"> • that is the customer's principal place of residence; and/or on • land categorised as residential under the Local Government Act 1993.
Restriction	means a direct intervention in the water supply system by NEV in order to reduce the flow rate or water pressure to a customer's property. See separate and unrelated definition for "Water restrictions".
Services	means our water service and/or our wastewater service
Service charge	is a charge for service availability (rather than use) of our wastewater service, recycled water service, or drinking water service, where the Property is connected to the wastewater, recycled water, or water service.
Strata manager	a licensed professional who is engaged by an owners corporation to deal with the everyday needs of managing a strata scheme.
Strata scheme	a building or collection of buildings that has been divided into 'lots' that can be individual units/apartments, townhouses or houses, in which a person owns an individual lot and also shares the ownership of common property with other lot owners.
Trade wastewater	includes any liquid, and any substances contained in it, which may be discharged into our wastewater system, and any vehicle transporting wastewater, including septic effluent and wastewater from ships and boats. Trade wastewater does not include sewage from residential premises connected to our wastewater system. The term trade wastewater as used in this document includes run off from contaminated open areas.
Unplanned interruption	means an unscheduled interruption to supply of Services.

Wastewater	means untreated or partially treated material contained within our wastewater system, consisting of discharges from residential properties, or trade wastewater.
Wastewater overflow	a discharge of wastewater from our wastewater system. These overflows may occur in wet or dry weather.
Water restriction	means a restriction by us on the use of water in accordance with a law or with the Licence.
We, our or us	means Narara Ecovillage Co-operative Ltd and its relevant wholly owned subsidiaries responsible for supplying or providing the Services or operating our water system or our wastewater system, including their respective officers, employees, agents and contractors.
Your System	means one or both of Your Wastewater System and/or Your Water System.
Your Wastewater System	is defined in Section 15.2.
Your Water System	Is defined in Section 15.1.
You or your	means our customer for the purpose of this contract.

26.2.

26.2. Interpretation

In this contract, the following interpretations apply:

- A person includes an individual, a body corporate, an unincorporated body or other entity.
- The law includes legislation, regulations, licences, orders, mandatory codes, permits and directions.
- A working day is Monday to Friday, excluding New South Wales gazetted public holidays.
- The singular includes the plural and vice versa.
- If there is any inconsistency between this contract and any law, the law will prevail to the extent of the inconsistency.
- The reference to document, instrument or law includes any amendments, revisions, renewals or reprints from time to time.
- Where a word is defined, any other grammatical form of that word has a corresponding meaning.

NEV Water

New Connection Standards for Potable and Recycled Water

Document Control

Document Number:	NEV111	Current Version:	1.4	Document Approver:	Head of NEV Water
Document Owner:	NEV Water Retail Manager	Controlled Document:	No	Date Approved:	14/11/2020

History of Revisions

Version	Revised By	Date	Nature of Changes
1.0	G Cameron	17/11/2017	First Draft
1.1	J Ellis	12/12/2017	Review and additional information
1.2	G Cameron	19/12/2017	Customer cross-connection inspection hold points added
1.3	J Ellis	19/10/2019	Code compliant plumbing added to Sec 4.3
1.4	S Errey	14/11/2020	Reviewed and updated

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1. PURPOSE

This Standard describes the water connection requirements for properties located within Narara Ecovillage Co-operative (NEV) Water's area of operations. All existing connections and new applications for connection will be required to meet the requirements of this standard.

2. SCOPE

This section sets out the general requirements to be followed for the work of plumbing and drainage connected to NEV Water's network infrastructure.

Under NEV's WICA Operating Licence, connection to services is subject to any condition NEV Water may lawfully determine to ensure the safe, reliable and financially viable supply of services to properties in the area of operations in accordance with the license.

Property water service installation and design parameters are not defined or regulated under the Plumbing and Drainage Act and Regulations. Therefore the installation and maintenance of property water services need to be regulated by NEV Water.

NEV Water specifies the installation and maintenance responsibilities regarding property water service installation in NEV Water's Customer Contract and this Standard.

3. WATER

Each land parcel shall have an individual property service connection to NEV Water's water supply infrastructure.

No water supply pipeline shall be extended to another lot or land parcel without the prior written approval of NEV Water.

In cases where a property is to be subdivided, and where existing buildings are to remain, each designated land parcel shall have an independent connection to NEV Water's water infrastructure.

A site containment backflow device, compliant with NEV Water's Backflow Prevention Standard and Australian Standards AS/NZS3500.1 Plumbing and Drainage, shall be installed on the property water service, downstream of the water meter. NEV Water's Backflow Prevention Standard takes precedence over AS/NZS3500.1.

3.1. Connection to the Water Supply (Property Service – Main to Meter)

NEV Water approves two types of supply connections to its water infrastructure:

- Privately Owned (Property Owner)
- Pre-laid (NEV Water Owned)

Note:

1. Common or joint private water supply services have historically been approved however are no longer recognised by NEV Water as a compliant water supply connection / configuration.

2. NEV Water accepts no responsibility or gives any guarantee or assurance for the currency, accuracy or comprehensibility of any information, plans or diagrams provided for water connection.

3.2. Privately Owned Property Services

Privately owned property water services are connected to NEV Water's water main infrastructure by:

- Main tap/s at the water main (generally for water services sized 20mm to 50/65mm)
- Tee and stop valve, located immediately adjacent the water main (generally for water services sized larger than 50mm)

Installation

- Privately owned property water service connections are applicable to residential, commercial, industrial, redevelopment and vacant land.
- A "Water Connection" application and appropriate fee/s must be submitted to NEV Water prior to water connection works for a privately owned property water service.
- The installation of a privately owned property water service must satisfy the requirements listed in:
 - AS/NZS3500.1 Plumbing and Drainage Section 2.2
 - NEV Water's Customer Contract
 - NEV Water's Services Connection Standard

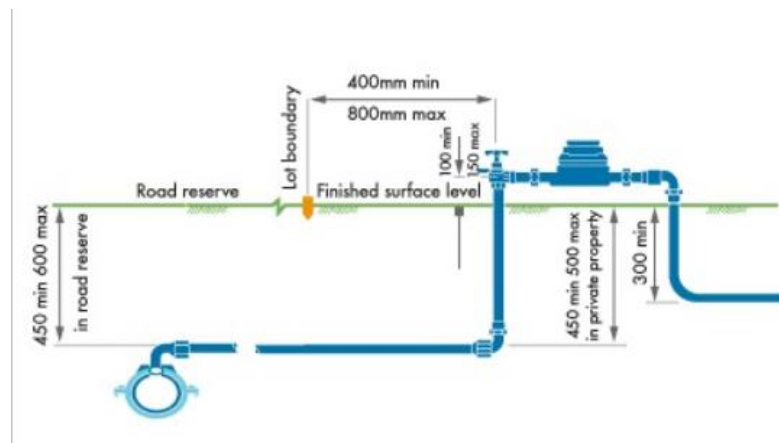


Fig 1. Typical water meter and privately owned property service connection arrangements

Connection to the Water Main, Property Water Service and Water Meter Sizing for Dual Occupancies and Granny Flats

Developments (new and reconfigured) which fall between a single residential dwelling and a development requiring the submission of a Hydraulic Design Assessment (eg. Dual occupancy, granny flat etc), shall have the property water service (including water main configuration and water meter), designed, sized and

certified by a qualified person (hydraulic consultant, licenced plumber) using AS/NZS3500.1 Plumbing and Drainage.

Certification shall utilise the “minimum head pressure available” and AS/NZS3500.1 “Sizing Method for Supply Piping for Dwellings”. Certification shall confirm that the water supply piping system is sufficient to satisfy the “probable simultaneous demand” of the total proposed development.

Formal certification shall be submitted to NEV Water and the property owner/s.

NEV Water will **NOT** be held responsible for any low water pressure or low water flow from current or future property owners / tenants in such developments.

Maintenance Requirements of Private Property Services

The replacement of, or any maintenance to, a privately owned property service shall comply with the requirements of this Standard.

Any replacement pipe work shall be installed in the equivalent internal diameter as the existing property service (as a minimum).

Soft solder is not an approved jointing method on new property water service installation or property water service repairs.

After the installation and maintenance liabilities of the licenced plumber have expired, the following privately owned property water service maintenance responsibilities shall take effect.

Note: It is the responsibility of the Property Owner to obtain a dated Certificate of Compliance from the licenced plumber to determine the liability period for the works.

- When a domestic property water service is bifurcated off a fire service, NEV Water does not maintain the bifurcated property service.
- NEV Water does not maintain designated fire hydrant or sprinkler services.

NEV Water does not own privately owned property water services, but will maintain private property water services where the service is sized up to and including 40mm as detailed in NEV Water’s Customer Contract.

Exceptions to this include:

- Wilful or negligent damage
- Water services connected to privately owned water main, eg. Community Title
- Common or shared private water services
- Illegal water services
- Water services installed contrary to regulations

- Non Standard Water Services
- Water services which require reconfiguration, replacement, resizing, repair or removal as part of the redevelopment of a property

Note: All other privately owned property water services are owned and must be maintained by the property owner.

- The main tap or the isolating service valve at a tee and valve connection is the responsibility of the property owner to maintain and replace. NEV Water will provide a shutdown of the water main to assist the owner/s agent to initiate repairs, replacement or removal. The owner shall pay fees as directed by NEV Water to provide the required shutdown of the water main to carry out the required rectification works.
- NEV Water may carry out the repair, replacement or disconnection of the main tap or isolating service valve and charge the customer as detailed in NEV Water's Customer Contract.

3.3. Pre-laid Water Service

A pre-laid water service is installed by NEV on **residential subdivisions** at the time the water main is installed. A pre-laid water service is installed from the water main to inside the property boundary (within 1 metre). The pre-laid water service may be connected to more than one property and in this case is called a "joint pre-laid water service". A pre-laid water service is owned and maintained by NEV Water.

A "Water Connection" application and appropriate fee/s shall be submitted to NEV Water for water connection works to a pre-laid property service.

Note:

1. Commercial, industrial and rural subdivisions may not have pre-laid water services installed at the time of development due to the unknown water service demand and location of proposed development structures.
2. Where the water infrastructure has been installed by a body other than NEV, pre-laid water services are **NOT** approved to be installed unless the ownership of the pre-laid water service/s has been transferred to NEV Water.

Maintenance Responsibilities of the Pre-Laid Property Service by Property Owner

If the pre-laid water service requires relocation due to an owner's requirement to install retaining walls, fencing, garden beds, driveways or the raising of existing ground levels, the property owner shall engage the services of a licenced plumber to carry out the works at the property owner's expense.

Should the pre-laid water service location require the installation of a new individual water service, the existing pre-laid water service for the impacted property shall be:

- For a single service disconnected at the water main
- For a joint service disconnected at the common tee

Appropriate application/s and relevant fee/s shall be submitted to NEV Water prior to works commencing.

Maintenance of the Pre-laid Property Service by NEV Water

NEV Water is responsible for maintenance from the water main connection, up to and including the outlet union of the water meter.

Exceptions to this include:

- Wilful or negligent damage
- Water services which require reconfiguration, replacement, resizing or repair as part of the redevelopment of a property

3.4. Common Installation Requirements for Privately Owned and Pre-laid Property Services

Flared Compression Joint Requirement

Privately Owned Service: Brass fittings shall NOT be silver brazed or soft soldered between the water main and the outlet union of the water meter, for sizes 20mm, 32mm, 40mm and 50mm diameter. The connection to the water main shall be made by a compression flare union, positioned to allow easy disconnection between the flared pipe fitting and main tap connection.

Pre-laid Service: Installed as per Water Services Association of Australia (WSAA) requirements.

Requirement to install a Pressure Limiting Valve

NEV Water recommends that property water services (pre-laid and privately owned) incorporate a 500 kPa pressure limiting valve to satisfy the maximum pressure requirement nominated in AS/NZS3500.1 Plumbing and Drainage.

“Provision shall be made to ensure that the maximum static pressure at any outlet, other than a fire service outlet, within a building does not exceed 500 kPa”.

NEV Water will not be held accountable for elevated internal water pressure.

Approved Materials

All products and materials used in property water service installations shall comply with the relevant Australian Standards.

- Use only equipment and materials listed on the NEV Water Authorised Products and Materials List available on the NEV Water website and in accordance with AS5200.000 and AS/NZS3500.

- Only new products and materials shall be used

Electrical Isolation

Where a 20mm/25mm water main drilling is installed, the “drilling band” must be of an approved type and compatible with the water main material to ensure electrical isolation. Drilling bands for metallic water mains (ductile and cast iron) must have a nylon insert or equivalent to ensure electrical isolation.

Where a tee and valve connection to NEV Water’s water main is installed, the flanged joint between the valve and the service pipe shall be electrically isolated by inserting a rubber gasket between the flanged ends (“copper mate electrical isolation flange”) and providing insulating washers and sleeves of plastic material (“delrin top hat washers”) around the flange bolts and nuts to provide necessary electrical isolation.

Tuberculation

All connections (drilling or tee and valve) to NEV Water’s Cast Iron (CICL) and Ductile Iron (DICL) water mains must incorporate a **tuberculation bush**. The tuberculation bush is to be fitted to the water main penetration.

3.5. Common or Joint Privately Owned Water Supply Pipelines

Background

Common or joint privately owned water supply pipelines were an approved method of connecting water supply to multiple dwellings in the early 1900’s. The properties at times had a common title or common family ownership. Alternatively, ownership was common to a particulate employer who provided housing and employment packages. These water services are now considered Non-Standard (see Section 3.6) and are NOT an approved current water service connection. While it is acceptable to own a property with common or joint water supply system, reconfiguration to an individual direct water connection to NEV Water’s water main is recommended at the time of resale, upgrading of a dwelling, building or replacement of plumbing works. NEV Water maybe contacted to assess the possibility of individual properties having their own direct connection to NEV Water’s water main.

NEV Water **DO NOT** own or maintain common or joint privately owned water pipelines.

3.6. Non-Standard Privately Owned Water Service (Temporary)

Definition

A private water service which is installed by the owner’s agent at the owner’s cost where:

- A property does NOT have frontage to NEV Water’s reticulated water main
- The reticulated water main is not required to be extended to service the property due to the properties remote ocation

A Non-Standard Water Service is deemed remote from NEV Water's infrastructure and thus the development's water connections is not governed by NEV Water's Customer Contract. A special agreement (Non-Standard Water Service Agreement) shall be entered into with NEV Water, which will outline the specifics of the connection requirements. This includes:

- A Non-Standard Water Service shall not have another registered lot or parcel of land connected to that designated service
- The water meter assembly shall be located within private land immediately adjacent to the water main connection and protected from damage. The owner of the designated land where the water meter assembly is to be located shall provide NEV Water with a letter of approval for its location
- The Non-Standard Water Service pipeline may transverse local council footpaths and roadways. The responsible persons controlling that land will be required to provide written approval to NEV Water for the location of the pipeline
- Prior to the purchase of a property which is serviced by a Non-Standard Water Service, it is recommended that potential purchasers seek legal advice confirming that current approval/s for the location of the water meter and pipeline outside the property boundaries are recognised by relevant parties
- If a property is sold, the Non-Standard Water Service Agreement with NEV Water ceases, and the "new" property owner is required to enter into a new agreement

NEV Water considers that any water service to a property that does not have a direct frontage to a NEV Water main to be known as a "Non-Standard Water Service". This applies to all such water services irrespective if there is a non-standard water service agreement in place.

NEV Water specifies the installation and maintenance responsibilities regarding Non-Standard Water Service installation in NEV Water's Regulation 2010, NEV Water's Customer Contract and specific agreement (Section 37 NEV Water Act).

Note: Non-Standard Water Services are temporary and may be disconnected by NEV Water at its discretion. Non-Standard Water Services must be removed from service where a reticulated water supply main is installed in the future which allows frontage to the property. In these cases, the property water service shall be connected to the new water main at a location which provides frontage to the property, and will consider a "standard water service". All costs for the disconnection and reconnection are to be borne by the property owner.

Non-Standard Water Service metering

All approved Non-Standard Water Services must be metered by a NEV Water meter. The water meter must be installed at an approved location, as close as practicable to the connection to the reticulated water main, in a position that prevents damage and provides safe access for reading and maintenance. A lockable cage fitted over the water meter assembly may be required to prevent tampering.

Servicing

Non-Standard Water Services will only be permitted in cases where NEV Water determines that a property is too remote from the existing reticulated water infrastructure. This will be assessed having regard to potential future development and the distance from existing infrastructure.

An application for a Non-standard water service must be from a single legal entity. A designed plan of the proposed non-standard water service is required to be submitted to NEV Water for approval prior to commencement of works.

Details are to be provided to NEV Water regarding Council, other authorities and interested parties approval in relation to the following:

- The property service and water service shall comply to NEV Water Services Connection Standard and AS/NZS3500.1 Plumbing and Drainage
- Written permission to have the water meter assembly on private property
- Written permission for the private water pipeline to transverse roadside reserves and public lands
- Location and depth of the proposed service
- Relevant environmental impact statement and cultural assessment has been carried out (if required)
- Pipe material and fittings must be of an approved type
- Pipe material and fittings from water main to water meter shall be Polyethylene
PN16 or Copper Type B minimum
- Polyethylene piping to be installed in an approved conduit for road crossings
- Approved surface marker plates are to be installed at 300m maximum intervals, and at changes of direction, along the length of the Non-Standard Water Service. All valves are to be fitted with risers, valve covers and concrete surrounds at surface level

The responsible person or authorised owners agent is required to contact NEV Water to arrange for the work to be verified prior to final backfilling of trenches. A 1500 kPa minimum pressure test is to be carried out on the property service (main to meter) in the presence of a NEV Water representative.

The alignment of the “as-constructed” water service is to be surveyed on completion with a formal plan and details forwarded to NEV Water.

The owner must agree to indemnify NEV Water against all claims for loss, damage, injury or whatsoever which may arise out of the installation, operation or use of the water service.

Non-Standard Water Services are not intended to be provided for firefighting purposes. Civil matters may arise from disputes regarding ownership, maintenance and water leaks on Non-Standard Water Services – especially “joint” non-standard water services. All civil matters pertaining to ownership, maintenance responsibilities and water leaks are to be resolved by the related parties.

NEV Water shall charge for all water usage registered by the water meter attached to a designated Non-Standard Water Connection as detailed in the Non-Standard Water Service agreement.

Non-standard water services do not qualify for concealed water leak consideration / concession.

3.7. Private Domestic and Fire Hydrant / Fire Sprinkler Services

Private Domestic & Fire Hydrant/Fire Sprinkler Services are individually assessed by NEV Water with requirements to be listed in a Hydraulic Assessment application. Below are some scenarios and requirement examples:

- A common pipeline from the water main to within 1 metre of the property boundary facing the water main. At this point, the pipeline continues to supply the properties designated fire service, and the drinking water service is bifurcated off the common pipeline (fire supply & drinking water supply are separated). Metering and site containment backflow prevention for the drinking water service, along with "low flow" metering and site containment backflow prevention for the fire service are installed at this location.
- NEV Water may require the introduction of bypass metering systems to register low flows. There shall be a minimum 20 kPa pressure difference between the large diameter – main flow and the smaller diameter bypass pipework (AS/NZS2845)
- Where a "critical customer" installs fire and domestic systems, NEV Water recommended the introduction of dual site containment backflow devices in parallel to ensure continuity of supply during backflow testing and maintenance
- To be designed and installed in compliance with the Building Code of Australia Volume 1 and related Standards, and NEV Water's Water Services Connection Standard

Note: NEV Water acknowledges "combined internal domestic and fire services" have been previously installed within NEV Water's area of operations; however this water connection configuration is not a current approved design. These systems should be separated during property redevelopment on amendments.

Any design outside of the allowed water connection configurations, will require an individual application to be submitted to NEV Water for specific approval.

3.8. Drilling (Tapping) in Water Mains

There are 2 options for drilling connections to NEV Water's water main.

- Drilling by NEV Water (unrestricted water main size)
- Drilling by an accredited driller (80mm to 200mm water main size)

Drillings by NEV Water

NEV Water operatives carry out this service and there are no restrictions relating to water main size or location in NEV Water's area of operations. Specific fees apply to the drilling of water mains, which are based on the number of drillings and size of the drilling saddle / water main. Only a NEV Water representative or NEV Water accredited person may perform an under pressure water main drilling.

Accredited Driller / Tapper

The accredited licensed plumber is authorised to drill NEV Water's mains sized from

80mm to 200mm. The driller is required to notify NEV Water of the date and time of works. NEV Water audits the work practices of accredited persons on a regular basis.

Not all water mains are capable of having a property service connection. Where more than one water main is available for connection, the selection of the water main to be used is at the discretion of NEV Water.

Application and Requirements

- A “Water Connection” application shall be submitted to NEV Water with applicable fees paid prior to any works being carried out. This application shall include a “Meter Affixture” application and related fee. Both applications shall nominate a date of service connection and meter affixture
- NEV Water will affix 20mm / 25mm / 32mm / and 40mm water meter, after the property water service has been installed by the owner’s engaged licenced plumber. It is necessary for the owners engaged licenced plumber to install an approved metallic meter pipe spacer to enable the supply of water until the water meter affixture has been carried out.
- Should the metallic meter pipe spacer be non-compliant with NEV Water requirements and NEV Water are unable to affix the water meter, the property owner/ licenced plumber will be required to rectify the pipe spacer, and submit an additional Meter Affixture Application and related fee
- 50mm water meters and larger can be collected from a location nominated by NEV Water. Alternatively the water meter may be delivered for a fee, to the property site or to a predetermined location providing it is located within NEV Water’s area of operations. The licenced plumber shall be on-site to formally receive the water meter in this case. NEV Water may require a Section 50 Certificate to be issued prior to approval being given for connection to the water supply.

Approved Materials and Fittings for Property Services

Use only equipment and materials listed on the NEV Water Approved Products and Materials List available on the NEV Water website and in accordance with standard AS 5200.000.

Drilling Excavations

For drillings carried out by NEV Water and Accredited Drillers, the licenced plumber shall:

- confirm the drilling time by contacting NEV Water giving two working days’ notice prior to water main drilling
- prior to commencement of any works, obtain the location of all services from Dial Before You Dig (DBYD) by telephoning 1100
- expose the water main with adequate clearance, and free of all ground water when the driller arrives. Allow half an hour each side of the drilling time for any unexpected time delays or changes. The minimum excavation size is 1m x 1m with water main centred. A clearance of 150mm is required below the water main
- Connection to the water main must be at right angles to the intended position of the water meter

- be onsite at the time of the drilling, and take all precautions necessary for the safety of the excavation, including traffic management and the protection of pedestrians –
work health and safety and road opening permits
- ensure there are no water main collars / spigots or other drillings within 600mm of the proposed drilling location (unless authorised by NEV Water)

Note: Failure to comply with all of the above requirements may result in cancellation of the drilling for that day by NEV Water, making it necessary for the plumber to re-book and pay a "Non-Compliant" drilling fee.

Loose polyethylene sleeving (green sleeve) is used to protect ductile iron water mains against corrosion. The sleeving is essential to prolong the life of the reticulation system and care should be taken when exposing the main to protect this sleeving from damage. Sleeving shall be refitted to the water main upon completion of works.

3.9. Water Main connections – sizes for Tapings / Drillings (Guide Only)

Connection to the Water Main				
Property Service Size	Connection	No. of	Nominal Size of Drillings	Size of Water Meter (to be confirmed by NEV)
20mm property service with total length	Drilling	1	20	20
25mm property service with total length not to exceed 18m (Residential)	Drilling	1	20	20
25mm property service as referenced in	Drilling	1	25	25
32mm property service as referenced in	Drilling	1	25	25/32
40mm property service as referenced in	Drilling	1	25	32/40
50mm property service as referenced in	Drilling	2	25	40/50
65mm property service as referenced in	Drilling	2	25	50/65

Note: All property services with a connection size greater than or equal to 65mm, require a tee and valve connection or by an approved direct tapping

3.10. Installation of Tee and Service Stop Valves

The installation of a Tee and Service Stop Valve to NEV Water's infrastructure requires an application for tee and valve installation and fee from the owner's agent to be submitted to NEV Water.

Methods of connection may impact on existing customers and are assessed individually. The owner's agent is informed of the requirements, which will include the nominated connection method.

Common connection methods include:

1. **Conventional Method shut down:** Water main connection location isolated using water main stop valves. Excavation, traffic control and insertion of tee and service stop valve at approved location by accredited plumbing contractor.
2. **Direct Tapping (Hot Tap):** Accredited NEV Water contractor to be engaged for pressurised main tapping (80mm and above). Excavation at approved location and traffic control by accredited plumbing contractor.
3. **Pressurised Isolation Method (Hydra Stop/Aqua Stop):** Accredited NEV Water contractor to be engaged to isolate the water main connection location using specific under pressure stop valves. Excavation at approved location/s, and traffic control by an accredited plumbing contractor.
 - This process may require the installation of a temporary bypass water supply
 - Should the works affect "critical customers" in the water zone to be interrupted, it may be a requirement for the responsible persons to initiate with NEV Water an alternative water supply e.g. Accredited water tanker and potable water supply pump

Note: Connection method may incorporate one or a combination of the above methods. NEV Water may be engaged to carry out works as described in methods 1 and 3 above. This option may require payment of applicable fees.

In NEV Water's area of operation the following requirements shall apply to the supply and installation of service stop valves:

- Only "clockwise closing" service valves shall be used on all water supply installations on drinking water and designated fire hydrant and sprinkler services
- NEV Water do not recognise the installation of "¼ turn quick action" butterfly valves on any property service water meter frame or back flow prevention site containment assembly
- Stop valves on water meter assemblies from 20mm to 50mm shall be an approved ball valve type

Protection of NEV Water Assets

In the process of completing the works, the authorised person is responsible to ensure that all necessary protection of NEV Water's infrastructure is implemented as a priority. NEV Water reserves the right to seek compensation for damage to its infrastructure.

Disused Services

Where the property water service becomes disused or redundant, it shall be disconnected at the water main as required by NEV Water by a licenced plumber at the property owner's expense. The redundant water meter/s shall be returned to NEV Water making the Water Disconnection Application. A metallic spacer can be installed in place of the water meter to enable water supply – maximum 48 hours.

Small property service

Where the property water service with a 20/25mm drilling to the water main is no longer required, it shall be capped off at the main tap (water main) with an approved cap and/or approved fittings. An application for service disconnection shall be made to NEV

Water prior to works being carried out.

Large property service

For tee and service stop valve connections (65/80mm or larger) the service stop valve shall be removed to NEV Water requirements. An individual assessment will be conducted by NEV Water to determine if the water main connection tee is to be removed or a blank sealing flange of approved material affixed to the tee fitting branch. An application for tee and valve removal and fee shall be made to NEV Water prior to works being carried out.

Re-use of existing property services

Existing water main drilling/s and existing property service pipe may be retained where:

- Existing pressures and flows are found to be adequate to service the proposed development (to be substantiated in writing by a hydraulic consultant or suitably qualified person)
- The existing water service is in an approved location, constructed of an approved material (fit for purpose). **NOTE: (Galvanised wrought iron pipe work shall not be re-used)**
- The tapping is sized appropriately for the new development in accordance with Table 3.9 or AS/NZ3500.1 Plumbing and Drainage

NEV Water may require a pressure test to be carried out to verify soundness of the installation.

Note: Should a new water meter be required to be installed, the cost shall be directed to the property owner.

3.11. Retention of Existing Work

Systems not presently connected to NEV Water's water infrastructure may be connected only if the work consists of approved materials and with NEV Water's permission. This includes complying with:

- NEV Water's Water Services Connection Standard
- Building Code of Australia

- Plumbing Code of Australia
- AS/NZ3500.1 Plumbing and Drainage

The licensee shall obtain NEV Water's written approval before connecting any pre-existing system

NEV Water may require a pressure test to be carried out to verify soundness of the installation

4. WATER METERING

Properties that are connected to NEV Water's drinking and recycled water systems are required to be fitted with a water meter. The meter is used to measure the quantity of drinking water and where relevant, the recycled water supplied for billing purposes.

The water meter technology will be appropriate to the type of development, its intended purpose and required flow rates. NEV Water will endeavour to provide the most cost effective water meter, however some water services, fire service (industrial / commercial developments) will require a different water meter arrangement, which will not impede water flow or introduce pressure losses. These specific water metering arrangements may be at a higher cost to the property owner.

Individual (sub) metering may be approved for strata title and community title developments subject to terms and conditions outlined in NEV Water's Individual (sub) Metering of Community and Strata Title Development requirements (refer NEV Water's website).

Note: All water meters used for the purpose of billing must be supplied by NEV Water.

All water meters shall be installed horizontally and in the upright position.

4.1. Ownership and responsibilities for meters

The property owner is responsible for maintaining all pipe work from the outlet side of the main water meter, including any sub or check meter assemblies. All NEV Water approved and supplied meters remain the property and responsibility of NEV Water at all times.

Once fitted the water meter remains the property of NEV Water and is maintained and replaced periodically at no cost to the owner unless the meter has been damaged or stolen. The property owner is responsible to ensure that NEV Water has unrestricted access to the meter at all times for reading and maintenance purposes.

This does not include private water meters not purchased or approved by NEV Water.

4.2. Application for water connection process

Prior to connecting a property to water, the owner or their agent (i.e. plumber, builder etc.) is required to make an application for connection with NEV Water. Water meters are supplied and/or installed by NEV Water upon payment of regulated application fee/s.

4.3. Relevant standards and reference documents

All work carried out with relation to customers plumbing and connections is to comply with the following legislative and regulatory instruments, standards and requirements prior to connection to NEV Water's water mains :

- AS/NZ3500 – Plumbing and Drainage
- Plumbing Code of Australia and NSW Amendments (PCA)
- Building Code of Australia (BCA)
- NEV Water's Operating Licence
- NEV Water Customer Contract
- National Measurement Act 1960
- Water Act 1912 (NSW)
- National Measurement Regulation 1999
- National Trade Measurement Regulation 2009
- AS3565.1 Technical Requirements
- AS3565.4 Meters for Water Supply

A NSW Dept of Fair Trading Plumbing Certificate of Compliance must be provided to NEV Water prior to commencement of supply.

4.4. Water meter and property service sizing

All water meters are to comply with simultaneous demand for the development. For large residential and all non-residential developments, the size of the service pipe to the property is to be determined by the property owner's authorised agent, a qualified water consultant or industry expert, and a design submitted to NEV Water for review and subsequent approval – Hydraulic Assessment.

The reference document is AS/NZS3500; Plumbing and Drainage and the manufacturer's specification for water metering.

4.5. Water meter assembly design requirements

General design requirements for all water meter assemblies:

- 20mm and 25mm water meters servicing properties identified as low hazard are provided with an integral dual check valve
- 20mm and 25mm water meters servicing properties identified as medium or high hazard require a separate testable backflow prevention device relative to the identified hazard
- Shall be constructed using approved metallic pipe work fixtures, valves, unions and flanges
- Where the water meter is more than one size smaller than the inlet and outlet pipe work of the water meter assembly, surge pipes will be required. Information regarding the surge pipes will be nominated in the Hydraulic Approval letter
- Water meter assemblies 20mm to 50mm shall be designed and constructed as per the Water Drawing Diagram

- The property water services (20mm to 50mm) shall be connected to the main tap and metered tap by compression flared fittings
- The metallic pipe inlet and outlet connection shall have a minimum of 1 metre of pipe for the base of the approved materials such as Poly Ethylene (PE). There are allowances to this requirement for services sized 80mm and larger
- Water meter assemblies shall be completed on the day of the connection to the NEV Water supply infrastructure
- The completed water meter assembly shall include the required meter spacer for services 20mm to 40mm (including associated site testable backflow prevention device for 32 and 40mm services)
- Meters sized 50mm and greater shall be fitted by the property owners licenced plumber and will also require a NEV Water dirt box to be fitted to the assembly
- Approved combined fire/domestic water services require an approved main domestic water meter (so as not to restrict flow) to be installed with a smaller approved by-pass meter for registering low flows. Special approval is required for this configuration (upgrade of existing systems only)
- Designated standalone fire services require no meter on the main flow but require an approved by-pass check meter to detect leaks or improper use

Combination meters are preferred to be used in developments where there is fluctuation between both very high and very low rates of flow for accurate measurement of consumption for billing. For example multi-occupancy developments, schools, etc. The need for this type of meter is assessed on a case by case basis.

4.6. Water meter positioning

Positioning of main water meters (including master meters)

The following are NEV Water's requirements for typical meter types and sizes:

- The water meter assembly must be within 1 metre inside the property boundary facing the water main
- The water meter assembly must be fitted at right angles to the water main, in line with the tapping or connection point
- The water meter assembly must be fully supported and have ground clearance:
- Between 150mm – 250mm for the standard metering configurations (low and medium hazard backflow rating)
- For metering configurations which require a Reduced Pressure Zone backflow prevention device, a minimum of 300mm from the finished ground level to the backflow prevention device relief vent
- The water meter assembly pipe risers must not be encased in concrete
- Water meters must be readily accessible for reading, maintenance and replacement

- Recycled water meters (if required) are to be positioned adjacent and parallel to the drinking water meter assembly. There shall be a 300mm clearance minimum between the drinking water and recycled water meter assemblies. Refer to Figure 9.1 AS/NZ3500.1 – Plumbing and Drainage

Note: Any variations in positioning of water meter assemblies must have prior approval of NEV Water. No water meter assemblies are to be located within a pit (below ground).

Sub meter positioning

Only strata or community title properties that meet NEV Water's Individual (sub) Metering of Community and Strata Title development requirements are eligible for a sub meter for individual billing purposes. Sub metering applications may only be assessed and approved for the entire development (i.e. not individual units).

NEV Water recommends that all individual parcels of land that can be deemed multiple-occupancy be provided with an individual water meter assembly (as referenced in Residential Tenancies Regulation 2010 and AS/NZ23500: Plumbing and Drainage). This individual water meter assembly may be utilised for future installation of a NEV Water meter or a private water meter.

NEV Water may approve the supply of individual sub-meters for developed strata and community title properties subject to the following general metering requirements.

- Sub meters shall have clear signage fixed adjacent to the meter identifying the lots/units serviced by the sub meter
- Meters and meter assemblies are located above ground and fully accessible at all times for meter reading and maintenance purposes
- Meter assemblies are not to be installed behind any fences or enclosed areas or confined spaces

Where a sub meter assembly has been installed but does not meet NEV Water's requirements for sub metering, NEV Water will not install sub meters. In this scenario the ownership will be considered to be private and the property owner(s) responsible for the private water service. The property owner(s) may install private water meters on the water service but the private water meters will not be read or billed by NEV Water.

Altering or offsetting the location of the property water service and meter assembly

Altering or offsetting the location of the property water service and meter assembly is **not permitted in new developments**.

In some instances the water service location may be offset to allow for logical additions or changes to existing site conditions – such as driveways, paving or fencing etc. where it would be impractical not to do so (e.g. it creates a hazard or obstruction and the meter cannot be accessed). All costs associated with the offsetting of existing water meters shall be borne by the owner/applicant.

The relocation of the assembly is permitted by either offsetting of the service pipe, or capping off the existing main tap and re-drilling the water main and installing a new property service in accordance with the following standards:

- The water meter assembly may be offset a maximum of 1 metre without the use of directional markers
- A maximum offset of 3 metres is permitted with the use of directional markers
- The water meter assemblies must be located within 1 metre of the title boundary
- The existing water meter can be re-installed on the new meter assembly provided it is in working order
- Relocation work is to be carried out by the property owner's licenced plumber (licenced by Fair Trading) and the scope of work is to comply with NEV Water Service Connection Standard requirements – See the Standard Water Drawing Diagrams.

These standards apply equally for drillings located on the same side (short) of the road reserve and those located on the opposite side (long) of the road reserve.

Where the **relocation of any recycled water meter assembly** is required, it is to be carried out by an accredited licenced plumber or NEV Water operative. Both assemblies (drinking water and recycled water) will be relocated at the owner's expense. The assemblies shall remain 300mm minimum apart with the drinking water meter assembly located closest to the property side boundary. The new property service shall be inspected by NEV Water (mandatory requirement).

4.7. Installation of water meters

Only NEV Water or an authorised licensed plumber can affix water meters to a property. No other persons shall install, remove or tamper with a water meter without prior approval by NEV Water.

Water meters sized from 20mm up to 40mm are affixed by NEV Water. Water meters that are sized 50mm or larger are supplied by NEV Water with the plumber able to obtain the meter by delivery to site or pickup from NEV Water's nominated stores location. The "Water Connection" application is required to advise the date the meter assembly will be ready for meter affixture and nominate the pickup or delivery option and pay the relevant fees at the time of application.

Note: Should the meter assembly not be ready for affixture of the meter at the date nominated, a further fee will be applied to re-schedule the work.

If the water service installation is found to be non-compliant, the owner/agent is responsible to rectify the installation at their own expense. A further fee will be applied to re-schedule the work. Failure to comply with these requirements may result in NEV Water disconnecting the water service from the water main at the owner's expense.

4.8. Metering of multiple occupancy property developments

The following describes the metering requirements for multiple occupancy development:

- **Strata Title Developments** - multiple occupancies, usually units or apartments, with individual title. A main water meter is required to service the

entire development for both drinking water and recycled water. Under conditions of the Individual (sub) Metering of Community and Strata Title Development requirements, individual sub meters may be approved by NEV Water to enable meter reading and billing for each strata unit

- **Stratum Development** – usually two, but can be more, strata title subdivisions within the one development. Often one is commercial and the other is residential (e.g. Ground floor shops with residential units above). Each strata title must have its own individual main meter system. NEV Water requires a single connection to the water main with a manifold assembly for servicing and metering each individual strata title within the development
- **Community Title Development** – is a horizontal subdivision of land into lots and common areas. NEV Water currently has two types of servicing for Community Title Developments which is determined by the developer:
 - Each lot has individual service connection – where water and sewer mains are designed and comply with NEV Water's design requirements to service the entire development. In this instance each lot will have a direct frontage and will be required to have an individual meter for billing purposes once connected.
 - One connection to entire development – only one connection and main meter will service the entire development with one account billed to the Community Association. Individual (sub) metering may be approved subject to the Individual (sub) Metering of Community and Strata Title Development requirements (refer to NEV Water website for more information).

4.9. Related metering issues

Inaccessible Meters

- The property owner is responsible to ensure that NEV Water has unrestricted access to the meter at all times for the purpose of reading and maintenance.
- If the meter is unable to be accessed for the purpose of reading, NEV Water will request that the meter be made accessible and that the customer provides a self-read for the purpose of billing. If the customer fails to provide the requested self-read, an estimate of the customer's usage will be used for billing of the meter.
- If the meter is unable to be accessed for the purpose of reading on two or more consecutive occasions, NEV Water is entitled to relocate the meter to an accessible position at the property owner's expense.
- This action will only be taken if no engagement is received from the property owner regarding the establishment of an alternative meter reading arrangement.
- If the meter is unable to be accessed for the purpose of maintenance or exchange, NEV Water will contact the owner to discuss suitable access arrangements.

Damaged, missing or stolen meters

- The property owner is responsible to ensure that the water meter is protected from damage or theft

- If the water meter is damaged, stolen or missing, it will be replaced by NEV Water at the owners' / applicants expense
- A regulated fee for the supply and installation of the replacement water meter and any other associated works will be charged
- Where the water meter assembly is found to be missing or damaged, NEV Water will provide the owner/applicant 14 days' notice to rectify the assembly. The owner must engage a licenced plumber. Should the owner/applicant not have re-installed the water meter assembly within 14 days, NEV Water will carry out the necessary works and the associated costs will be forwarded to the owner/applicant
- The owner/owners agent is required to notify NEV Water as soon as any damage or theft of the water meter has occurred

Protection of water meters

NEV Water may require the property to install additional protection for water meters due to safety, theft and other issues. This may require the installation of a water meter cage or an approved protective surround. The design is to be approved prior to installation.

In such cases the cages/surrounds must conform to the following requirements:

- Must have a gate, which can be safely and easily opened by one person. If lockable, a standard industry key or a 003 key must be able to open the lock
- Provide adequate space around the water meter (within the cage) for maintenance and/or replacement of the water meter
- The property owner is responsible for the maintenance and safekeeping of the structure
- Cages and structures such as fenced enclosures on a property may require the property owners to gain appropriate council approval prior to the installation of the alterations
- Safety bollards may be applicable in some cases

Removal of water meters

- No person shall remove a water meter or alter its position unless that person has first obtained permission from NEV Water to do so. Water meters removed are not to be reused as per the National Measurement Regulations
- If a building is being demolished and an application has not been lodged for a redevelopment of the property, it is a requirement that the property service be disconnected at the water main and the water meter returned. An application and associated fees are to be paid which allows the meter removal record to be processed and the properties billing details to be adjusted
- All work performed on water services must be carried out by a licensed plumber

Return of water meters

- If an existing development is to be demolished the existing water service is to be disconnected at the water main and the water meter is to be returned to NEV Water

- An application is to be made for the water service disconnection. Any new water service connection for the property will require a connection application and meter affixture application to allow a new meter to be installed
- The disconnection application is necessary to confirm the disconnection and to ensure that the metering and billing of water charges is amended

If the water service is to be re-used the work must be completed by a licensed plumber and comply with NEV Water Services Connection Standard. The water meter can be re-used for the upgraded service if required.

Downsizing water meter

All service and metering devices are designed and installed to comply with the demand of the property water supply. NEV Water records reflect all existing and historical connection sizes that are connected by these criteria.

The owner shall be required to engage a suitable qualified licensed plumber or water supply consultant to evaluate the current water supply demand and verify that any designated firefighting system will not be detrimentally impacted from the proposed water meter downsizing. The responsible person shall also carry out an investigation of the required water supply demand of the development to the requirements of AS/NZS3500.1 Plumbing and Drainage, related Fire Hydrant / Fire Sprinkler / Fire Hose Reel Australian Standards, the Building Code of Australia and NEV Water Services Connection Standard.

The accredited person will be required to provide a written response in the following attached format:

- The letter must clearly certify the fire flows, and if any pressure/flow requirements for the development are compliant with the downsizing of the water meter; and
- The accredited person will be required to clearly identify to NEV Water the required drinking water flow demands and specify the size of the required meter; and
- A Technical Inspection Review fee is payable on submission of the application to NEV Water. NEV Water may require a mandatory audit inspection for the completed works

If approval is granted to downsize the water meter, NEV Water will require:

- An application for water disconnection and reconnection including the relevant application fee;
- The return of the existing meter to NEV Water at the time of water disconnection application; and
- Payment of a meter affixture fee for installation of the new meter

4.10. Portable metered standpipes

Standpipes are portable hydrants designed to be connected to a fire hydrant in a water main to gain access to bulk water. All standpipes used in NEV Water's area

of operation must be metered and hired from us. Standpipes are typically used by domestic water carters or road works water carters, landscaping, pool filling, etc.

All standpipes used in NEV Water's operating area must have an approved backflow prevention device fitted. Where the standpipe is used to fill a storage tank (mobile or fixed) an air gap must exist on the fill point or outlet connection. The air gap must be inspected by NEV Water before the standpipe will be approved for issue.

Standpipes are only issued subject to NEV Water approval of an application for a licence to extract water. Refer to NEV Water's website www.NEVwater.com.au for application and hire conditions.

Un-metered standpipes or unapproved standpipes (e.g. from other areas) must not be used in NEV Water's area of operations.

4.11. Metering of non-standard (temporary) water services

All new or altered Non-Standard Water Services must be metered by NEV Water. The meter is to be located at a point as close as practicable to the connection at the reticulation water main (which may be some distance from the property). The water meter must be located within private property in a position that prevents damage and provides ease of reading and maintenance. In some instances an approved lockable cage or structure may be required to be fitted over the water meter assembly to prevent tampering.

The general metering and service requirements for a Non-Standard Water Service include:

- A Non-Standard Water Service shall not have another registered lot or parcel of land connected to that designated service without the approval of NEV Water
- NEV Water does not provide sub metering for joint non-standard water supply connections.
- The water meter assembly shall be located in private land and protected from damage, the owner of the designated land shall provide NEV Water with a letter of approval for its location
- The Non-Standard Water Service pipeline may traverse local council footpaths or roadways. The responsible persons controlling that land will be required to provide written approval to NEV Water for the location of the pipeline. The owner is required to obtain an easement for the water service if it is to traverse privately titled land prior to approval.

Note: Non-Standard Water Services are considered temporary and may be disconnected by NEV Water at its discretion. The Non-Standard Water Service must be removed from service where a reticulated water supply main is installed in the future. All costs are to be borne by the property owners.

Civil matters may arise from disputes regarding ownership, maintenance and water leaks on Non-Standard Water Services – especially relating to historically approved "joint Non-Standard Water Services". All civil matters pertaining to ownership, maintenance responsibilities and water leaks are to be resolved by the related parties.

5. NON POTABLE WATER

5.1. Reticulated Recycled Water

Recycled water will be supplied to customers for:

- toilet flushing in homes and community buildings
- irrigation of home and community gardens, lawns and landscaped areas.

The responsibilities of customers and of NEV Water regarding general aspects of the recycled water service and quality are covered in a separate document which can be accessed on NEV Water's website at www.nararaecovillage.com or in person at the NEV Water office.

Customer responsibilities

The responsibilities of customers with regards to the reticulated recycled water systems are as follows:

- For all internal reticulated recycled water installations, namely any future system modifications, the property owner is to ensure that they use a licensed plumber. A NSW Fair Trading inspector must check any changes that are made to the plumbing system. On completion of the plumbing work, the owner is to request a Certificate of Compliance from the qualified licensed plumber.

Cross Connection Control

Site containment backflow prevention devices shall meet the requirements of NEV Water's Site Containment Backflow Prevention Standard and AS/NZS3500.1 Plumbing and Drainage.

Process for residential recycled water service commissioning

- Recycled residential property service requirements are as per WSAA Code
- Recycled residential internal water service is regulated by NSW Fair Trading

5.2. Rainwater

Location of rainwater tanks

Rainwater tanks shall not be positioned over or adjacent to (within 1m) a NEV Water sewer main (including manholes, branch lines and shafts) or water main without written consent from NEV Water. The responsibility of checking the location of NEV Water assets and of making any required "Build Over" application lies with the property owner. Rainwater tanks shall not be built within a NEV Water easement without written consent from NEV Water.

It is noted that the State Environment Planning Policy (SEPP) No.4 for Exempt Development does not include a rainwater tank built over or adjacent to a water main or a sewer main, unless it is installed in accordance with any requirements of the public authority that has responsibility for the main. If a rainwater tank is constructed over or adjacent to a water main or a sewer main without NEV Water consent, then it would be deemed to be an unauthorised development as it would not have complied with the requirements of the SEPP.

NEV Water require a minimum of one external hose tap located adjacent to the water meter (to enable confirmation of water meter operation and allow emergency water supply) on all properties that have an interconnection between NEV Water's supply and an on-site rainwater tank.

Backflow prevention requirements – site containment

A backflow prevention device is defined in AS/NZS3500: Plumbing and Drainage as a mechanical device which will prevent the reverse flow of water from a potentially polluted source into the drinking water supply system.

A site containment backflow prevention device is installed at, or immediately adjacent to, the water meter assembly. This is required to protect the integrity of the drinking water supply system.

The required site containment backflow prevention device is determined by identifying the hazard within the property.

Exceptions to the general rules

NEV Water reserves the right to increase the site containment hazard rating of any rainwater tank installation above the ratings typical for the type of installation. NEV Water may take this action if any of the following occur:

- The water stored in the tank becomes polluted by decaying plant or animal material
- The tank develops a leak at or below ground surface
- Liquids other than mains water or rainwater are stored in the tank
- Chemicals are added to the tank such that they pose a health risk
- Roof, guttering or tank corrosion or weathering by-products pollute the water in the tank
- The roof and/or guttering system being used to collect rainwater becomes polluted

Required location of backflow prevention devices

For cross connected low and medium hazard rainwater tanks, backflow prevention devices are required at the property boundary – integral of or in line with the water meter (site containment protection)

Required type of backflow prevention devices

The type of backflow protection required is dependent on the hazard rating associated with the rainwater tank installation. The following table shows the required type of backflow prevention devices for typical single residential development.

Hazard Rating of Rainwater Tank	Australian Standards approval site containment backflow prevention device
Low	<ul style="list-style-type: none"> Water meter with integral dual check valve (20/25mm only) Single Residential
Medium	<ul style="list-style-type: none"> Single residential 20mm metered service – vented dual check valve <u>Note:</u> Vented dual check valve shall only be installed horizontal <u>Single Residential 25mm metered service requires a testable double check valve.</u>
High	<ul style="list-style-type: none"> Cross connection with drinking water supply. Requires a Reduced Pressure Zone Device testable. Single Residential

Note: Multi Unit Residential, Commercial and industrial development site containment backflow requirements are assessed on an individual basis via the Hydraulic Assessment process using NEV Water's Backflow Prevention Standard.

Registration, inspection and replacement of site containment backflow prevention devices

Where the site containment hazard rating requires a testable backflow prevention device, the test results shall be entered into the NEV Water register. NEV Water requires that certification of the devices operation be forwarded to NEV Water on an annual basis. The certification shall be completed by a qualified backflow prevention contractor at the property owner's expense.

5.3. Alternative water supply

There shall be no interconnection between NEV Water's drinking water supply and any alternative water supply without NEV Water's written authorisation.

Contact should be made with the NSW Health and Environmental Protection Authority (EPA) for their requirements determining the permitted use of non-drinking water. Examples of alternative water supply include but are not limited to:

- Dam Water
- Sea Water
- Storm Water
- Recycled Water
- Bore Water
- Grey Water
- Reclaimed Water

Any successful interconnection approval will carry strict mandatory requirements to maintain the integrity of NEV Water's drinking water through the installation of

approved backflow protection devices as listed in NEV Water's Site Containment Backflow Prevention Standard and AS/NZS3500.1.

6. FIRE SERVICE

6.1. Use of fire services

The supply of water from a fire service for any purpose other than firefighting or testing of firefighting equipment is not allowed, and shall only be permitted under special conditions imposed by NEV Water.

6.2. Metering of fire service

Water metering of fire services will be assessed on the type, size and use of the development. Typically:

- **Hose Reel Services** must be metered and shall be supplied via a metered domestic water service to the property
- **Designated Fire Hydrant Services** must be fitted with an Australian Standard approved Double Check Detector Assembly (DCDA) and an appropriately sized by-pass water meter supplied by NEV Water
- **Residential / Home Fire Sprinkler Services** designed under the AS2118.4 or AS2118.5, which utilise a low volume of water, requires the installation of an Australian Standard approved Double Check Detector Assembly (DCDA) or equivalent and an appropriately sized by-pass water meter supplied by NEV Water.

6.3. Fire hose reels

All fire hose reels shall be connected to a metered service, unless otherwise permitted by NEV Water.

6.4. Designated fire hydrant / fire sprinkler service

This system incorporates a Double Check Detector Assembly (DCDA) with a 20mm to 25mm low flow bypass metering system. A 20KPA (minimum) pressure differential is required between the larger size high flow piping system and the 20mm / 25mm low flow by-pass system. The DCDA shall be installed inside the property boundary as close as possible to the connection of the water main, and prior to any suction/booster assembly.

6.5. Storage tank fire system

In the case of a fire system supplied from a storage tank, the Licensee shall be responsible to NEV Water for:

- Pipework from the water main to the jacking pump including the Backflow Prevention Device
- The storage tank
- The air gap and overflow (compliant to AS/NZS3500.1 Plumbing and Drainage requirements)

The storage tank shall be initially filled, and ongoing water level maintained, from a metered domestic water supply.

6.6. Sealing of fire services

NEV Water may require sealing of:

- Hydrants
- Hose Reels
- Control valves that are installed in an unmetered fire service

6.7. Low flow bypass metering and accountability

The low flow bypass meter on a fire service is monitored by NEV Water.

If excessive flows are detected, a site inspection of the developments is carried out by a NEV Water representative.

These site inspections may reveal misuse, leakage, required fire system testing or may be the result of actual firefighting use.

The accounts of individual properties may be adjusted to reference the true amount of water supply used on the development.

The calculation for water used may be determined through estimation.

6.8. Hydrants on Private Property

NEV Water **does not** allow the installation of in ground hydrants on private property.

7. PUMP SYSTEMS

Pump systems may be categorised as:

- System pumping
- System pressure boosting

Note: This Services Connection Standard will nominate “system pumping” which will refer to both categories.

7.1. Fire service pumps

The installation and design of fire service pumps shall not create pressure surges, water hammer or shock waves to NEV Water’s water supply system. The operation and maintenance of fire service pumps shall not affect other customers.

If a fire service pump is activated for firefighting or testing, the operation of the system shall not reduce the available pressure in NEV Water’s water mains below NEV Water’s Operating Licence allowed pressures.

In certain instances, NEV Water may require testing of fire service pumps to be conducted during designated times or on nominated days, due to the water supply system specific daily demands.

The installation and design of fire service pumps shall be submitted to NEV Water for review and connection conditions shall be stipulated. The fire service pumping system shall be designed and certified for compliance by responsible accredited

person/s. A copy of the Certificate of Compliance shall be submitted to NEV Water within 7 days of system completion.

The installation and ongoing maintenance of fire service pumps shall only be carried out by person/s licensed under NSW Fair Trading.

Fire service pumping approval

Fire system pumping may be allowed subject to the written approval of NEV Water. A written request for the approval of fire system pumping must be lodged with NEV Water, as part of the application for conditions of connection, and should include details of pump curves and pumps to be used.

Note: The maximum pump flow should not result in the capacity of the street main reducing to below NEV Water's Operating Licence pressures. This must be confirmed and approved by NEV Water as part of the application for conditions of connection process.

Variable speed pumps are preferred; however consideration will be given for the use of direct drive pump sets. In some cases, consideration may also have to be given to installing a break pressure tank to provide added protection to NEV Water's water supply infrastructure assets.

7.2. Domestic service pumps

Due to the topography of specific developments, the introduction of pumping may be required. However, the operation and maintenance testing of such a system may detrimentally affect NEV Water's supply system.

Proposed domestic or drinking water pumping system shall be submitted to NEV Water for review and specific connection conditions will be provided.

In NEV Water's area of operations, only approved variable speed drive pumps shall be installed on domestic systems.

The operation of pumping units shall not create pressure surges, water hammer or shock waves to NEV Water's water supply systems. The ongoing operation and delivery of water supply from private pumping station shall not affect other customers.

The installation, design and ongoing maintenance of the pumping system shall not reduce the available flows in NEV Water mains below the specified level in the Operating Licence.

The installation of a domestic service pump shall meet the requirements as listed in AS/NZS3500.1 Plumbing and Drainage.

Domestic service pumping approval

System pumping may be allowed subject to the written approval of NEV Water. A written request for the approval of variable speed inline pumps must be lodged with NEV Water, as part of the application for conditions of connection, and should include details of pump curves and pumps to be used.

Note: The maximum pump flow should not result in the capacity of the street main reducing to below NEV Water's Operating

Licence pressures. This must be checked and approved by NEV Water as part of the application for conditions of connection process.

8. BACKFLOW

8.1. Introduction

Backflow prevention refers to the control of potentially harmful contaminants entering the NEV Water's water supply from cross connections in a customer's premises or backflow of contaminants into the water supply system.

NEV Water recognises the importance of maintaining the integrity of its water supply and therefore considers backflow prevention a priority.

8.2. Type of site containment backflow prevention device

The type of site containment backflow prevention device that is required on a property is dictated by the potential hazard that may arise from particular types of businesses or uses operating on that property ("risk activities"). The hazards and associated ratings

are listed in NEV Water's Site Containment Backflow Prevention Standard. NEV Water reserves the right to increase the hazard rating requirement for the property upon individual review.

NOTE:

- Where hazards are unknown for a commercial, industrial or mixed development, the hazard rating of the site containment backflow prevention device will default to high
- Where multiple risk activities occur on-site, the site containment backflow prevention device will be based on the risk activity with the highest hazard rating
- NEV Water recognises a Reduced Pressure Zone Device (RPZD), as a high hazard backflow prevention device
- NEV Water recognises a Testable Double Check Valve (DCV) as a medium hazard backflow prevention
- NEV Water only recognises mechanical devices for site containment

8.3. Responsibilities of Property Owners

Device Requirements

Property owners that have a high or medium rated property must install a testable backflow prevention containment device at the property boundary for site containment protection. The backflow prevention containment device must:

- Be appropriate for the property's hazard rating (as set out in the Backflow Prevention Standard)

- Comply with NEV Water's Site Containment Backflow Prevention Standard. This includes, but is not limited to, installation, maintenance and annual testing as set out below.

NEV Water's water meters sized 20mm and 25mm only, incorporate a low hazard integral backflow prevention device.

Property owners that have a low hazard rated property with a water meter sized 32mm or larger, must install a testable backflow prevention containment device at the property boundary for site containment protection and satisfy the requirements set out in this document.

Testing Requirements

Property owners must have the site containment backflow prevention device (for high or medium properties) tested annually as required in NEV Water's Backflow Prevention Standard, AS/NZS2845.3 Water Supply – Backflow Prevention Devices and AS/NZS3500.1 Plumbing and Drainage.

A copy of the certified test report must be forwarded to NEV Water within seven (7) days of installation and on a yearly basis thereafter.

Other Responsibilities

The property owner is also responsible for:

- Ensuring zone and individual back flow prevention devices are maintained
- Preventing potential drinking water contamination conditions
- Safe water supply within their own property boundaries

For information on zone and individual backflow requirements, contact NSW Fair Trading.

8.4. NEV Water's responsibility

NEV Water will maintain a register of installed testable site containment backflow prevention devices and annual test reports. NEV Water will audit a sample of installations to ensure ongoing compliance with NEV Water's Site Containment Backflow Prevention Standard. This does not affect the property owner's responsibilities as outlined in this document.

8.5. Approved installers / certifiers

Property owners must ensure that the installation of a site containment backflow prevention device is carried out by a licensed plumber, and the commissioning or testing of a site containment backflow prevention device is carried out by a licensed plumber with backflow prevention accreditation issued by a registered training organisation.

Prior to a backflow prevention device installation, it is recommended the available water pressure and the customer's pressure and flow requirements are confirmed.

8.6. Backflow device non-compliance

Backflow prevention device non-compliance relates to both new and existing developments.

If NEV Water issues a notice that a site containment backflow prevention device does not comply with NEV Water's Backflow Prevention Standard (including AS/NZS3500.1

Plumbing and Drainage requirements), the property owner must repair, maintain, test, replace or install the site containment backflow prevention device (as specified in the notice) within the timeframe given.

If the property owner fails to comply with such notice, NEV Water may disconnect a property from the water supply system (in accordance with the Customer Contract), until the property owner has complied with the notice.

8.7. Change in operations / process on site

If the risk activity/ies at a property changes and the hazard rating is increased or decreased, the property owner must:

- Arrange for an accredited backflow prevention plumber to certify the change in hazard rating using NEV Water's Site Containment Backflow Prevention Standard; and
- Provide a copy of that certification to NEV Water

NEV Water may conduct a site audit to verify the new hazard rating.

If the new hazard rating has increased, a site containment backflow prevention device that is appropriate for that increased hazard rating is required. NEV Water may conduct a site audit to verify that the appropriate backflow prevention device is in use.

8.8. Recycled water schemes

Where NEV Water supplies a customer with recycled water, the customer shall install site containment backflow prevention device on the recycled water system equivalent to the site containment backflow prevention device required for the drinking water supply.

8.9. Hydrant standpipe backflow prevention

All hydrant standpipes used in NEV Water's area of operations shall be issued and registered by NEV Water.

9. INSPECTIONS

Plumbers are required to book inspections for new potable and recycled water connections.

There are three inspections, however some may be combined in the one visit:

- **R1:** From meter to dwelling. This inspection takes place when the recycled water and drinking water meter assemblies and the pipes to the house have been installed and before the slab is poured.

- **R2:** Rough in. This inspection takes place during construction, before the plasterboard goes on. This is to check that the recycled water pipes are only connected to the approved points.
- **R3:** Commissioning and fit off. The plumber must be on site for this inspection only. This inspection ensures that the drinking water and recycled water services have been correctly installed and there are no cross connections.

10. ADMINISTRATION

The administration as detailed in the Water Services Connections Standard describes the requirements of how to apply for connection or disconnection to the water supply infrastructure.

After an application has been reviewed and accepted by NEV Water, the connecting to services will be deemed authorised. The authorisation is subject to the condition to the Services Connection Standard and the Customer Contract.

10.1. Connecting to NEV Water's Services

If you are building a home, renovating, developing or subdividing land you will need to know how to connect to and/or disconnect from NEV Water's services including drinking water and recycled water.

Your water services will generally be connected and ready to use if you are moving into an established house and you should not be required to complete the connection /disconnection process.

The information below outlines NEV Water's basic steps to connect or disconnect. Prior to connecting or disconnecting you will need to submit an application and pay the relevant fees.

How do I apply to connect or disconnect from NEV Water's Services?

Step 1	Have NEV Water check your building plans to make sure they don't impact NEV Water's assets.		
Step 2	Apply for relevant Development Applications with Central Coast Council if required.		
Step 3	Apply to other relevant consent authority for development approval if needed i.e. Council, Mine Subsidence, etc.		
Step 4	Pay your connection Fees for Water and Wastewater	→	For anything more than a stand-alone house you may be required to engage a hydraulic consultant and submit a Hydraulic Assessment.

Step 5	Apply to NEV Water for connections and/or disconnections. This can only proceed once the relevant approvals have been granted (Applications and inspections to be submitted and booked a minimum of five working days prior to works).
Step 6	A licensed plumber makes the connections. NEV Water carries out inspections at construction hold points.
Step 7	Have your plumbing inspected: Call NSW Fair Trading for water connections and NEV Water for wastewater connections.

How do I find out what services are available to my property?

Before you proceed with your development or apply to connect to NEV Water services you should enquire about what services are available to your property. Water services are not available to all properties.

In NEV Water's area of operation you can find out what services are available for your property before you apply to connect or proceed with any development by:

Term	Definition
Sewer Location Diagram	This diagram shows the connection point of the wastewater pipes to your property. These are usually attached to your property sale contract provided by your conveyance or solicitor. A sewer location diagram can be purchased from NEV Water.
Dial Before You Dig	You should check the location of NEV Water's services if you are doing any development work on your property so our services are not damaged. Dial Before You Dig will provide a plan of NEV Water's services that are on or near your property for no fee by calling 1100.
Service Location Diagram	This diagram shows where water and wastewater services are located in relation to a property's boundary. These diagrams can be purchased from NEV Water.
Ask NEV Water	Call NEV Water's office – see our web site for contact details

How do I connect or disconnect from NEV Water's water services?

NEV Water requires an application to be submitted and relevant fees paid before you connect or disconnect from NEV Water's services. If you want to connect any development other than a stand-alone house you will need to have the relevant certificates, letters and approvals prior to submitting your connection / disconnection application. Approvals you may require include a Section 50 Certificate, Hydraulics Assessment or Tee & Valve connection / disconnection approval. Please refer to the "Land Development Manual" on NEV Water's website for more details. All requirements need to be met before submitting connection applications.

To connect you will need to complete the Services Application Form by providing the following details:

- The address of the property to be connected including the LOT and DP Number.
- The name and address, phone number and email address of both the applicant and the property owner
- The plumbers name, phone number and License details
- The date of the inspection (this indicates the connection work is complete)
- The date the meter frame will be ready for a meter to be affixed (date to be no more than 2 weeks from submission of application)
- The date and preferred timeframe of the drilling – if required.
- Applications for connections and inspections submitted and booked a minimum of two working days prior to works.

Note: NEV Water requires the application for connection of water and wastewater services to be completed and submitted simultaneously (there is a twenty-two week period exemption from sewer discharge fees).

To disconnect you will need to complete the Services Application Form by providing the following details:

- Remove and return the water meter if no longer required. Refer to "NOTE" below.
- The address of the property to be disconnected including LOT and DP Number
- The name and address, phone number and email address of both the applicant and the property owner
- The plumbers name, phone number and License details
- The date of the water disconnection inspection (this indicates completion of the work)
- Applications for disconnection and inspections submitted and booked a minimum of two working days prior to works.
- All connections (water) made prior to connection applications or performed without booking inspections will be deemed

unauthorised. Plumbers and or property owners responsible for unauthorised connections may face fines.

- For the disconnection of NEV Water owned pre-laid water services for redevelopment of land you will need to contact NEV Water Technical Services section for direction.

Note: In most circumstances for water disconnections the meter should be removed by a licensed plumber and returned to NEV Water along with the application form and fee. However, if you are knocking down an existing house and rebuilding, you may be able to reuse the meter and the water service if it is compliant with the Plumbing Code of Australia and NEV Water's connection and backflow requirements.

11. Definitions, Acronyms and Abbreviations

Term	Definition
Air Gap	The unobstructed vertical distance through the free atmosphere between the lowest opening of a water service pipe and fixed outlet supplying water to a fixture or receptacle and the highest possible water level of such fixture or receptacle.
Backflow	The unintended flow of water from a potentially polluted source into the drinking water supply.
Backflow Prevention Device	A device to prevent the reverse flow of water from potential polluted source, into the drinking water supply system.
Backflow Prevention Device Testable	Any backflow prevention device that is provided with test taps for the purpose of testing its operations
COAG	NSW State Government and Coalition of Australia Governments
NEV Water	Narara Ecovillage Co-operative Ltd Water Dept
Cross Connection	Any connection or arrangements between the drinking water supply system connected to the water main or any fixture, which may under certain conditions enable non-drinking water or other substances to enter the drinking water supply system.
Defective and Unauthorised Work	Any water or recycled water service on the property that through construction or use of the service does not comply with current codes of practice, standards, legislation or regulations. Can also include leakage from the service.
Drinking Water	Water that is intended for human use and consumption and free of harmful chemicals and disease-causing organisms.
Electrolysis Corrosion	Corrosion produced by the contact of two dissimilar metals in the presence of an electrolyte.
Fire Hose Reel	A length of fire-fighting hose, which is connected to a valved water supply and is wound on a reel.
Fire Hydrant	A fitting installed in a water pipeline which provides a valved outlet (above ground) to permit a controlled supply of water to be taken from the pipeline for firefighting.
Fire Service	A service comprising water pipes, fire hydrants, fire hose reel fittings and may include water storage or pumping facilities which is installed solely for firefighting and extinguishing purpose in and around a building or property. Under certain conditions part of a fire sprinkler system may be included.
Fire Sprinkler Service	Piping designed to be kept charged with water under pressure and fitted with sprinklers that are automatically activated.
HWC	NEV Water Corporation
IPART	Independent Pricing Authority Regulatory Tribunal
ISPS	Individual Sewerage Pumping System
Maintenance	Includes repairs and replacement, and where relevant testing and inspections.
Main Tap	A valve located where the property service connects to the water main to control the flow of water through the property service.

Meter Tap	A valve located upstream of and adjacent to the water meter to control the flow of water from the property service through the water meter.
Meter	Device used to measure the water use on the property.
Non-Standard Connection	Non-standard water connection applies where customers: <ul style="list-style-type: none"> • Connect to a water main which does not have frontage to the property • Connect directly to a trunk water main. (Non-standard connections require the property owner to enter into a separate written agreement with NEV Water).
Operating Licence	Licence granted to NEV Water under the NSW WIC Act
Owner	A person who holds ownership title to the property, as defined by the NEV Water Act 1991.

Term	Definition
Pressure-Limiting Valve	A valve that limits the outlet pressure to a set pressure.
Property	An individual, dwelling, or premises used for any purpose; or Land, whether built or not (excluding public land); or A lot in a strata plan that is registered under the Strata Schemes (Freehold Development) Act 1973 or the Strata Schemes (Leaseholder Development) Act 1986 that is connected to, or for which a connection is available, to NEV Water's water supply system or wastewater system.
Property Service	
Property Service	The pipes and fittings used or intended to be used for the supply of water to a property property, from the water main up to and including the water meter assembly.
Recycled Water	Water that is derived from treated wastewater and is not suitable for drinking.
Standard Connection (Water)	A connection to NEV Water's reticulated water main where: <ul style="list-style-type: none"> • The property has direct frontage to the water main; and • The water main is a reticulation main.
Tapping Band	An approved band clamped around the water main to enable a water connection to be made.
Tuberculation Bush	A plastic bush which is inserted into metallic water mains as part of the drilling process. This bush provides protection from degradation of the protective internal cement lining of the water main.
Water main	A conduit or pipeline vested in the water authority or controlled and maintained by a network utility operator and constructed to convey potable water supplied by that authority.
WSAA	Water Services Association of Australia