

OUTSIDE WATER SERVICE AREA

Introduction

The legislative requirements for approved water and sewer service areas sits under the *Water Supply (Safety and Reliability) Act 2008* (the Act). In line with the Act, Isaac Regional Council (Council) has declared water and sewer service areas for each service area within the region and makes these available to the public via our website at www.isaac.qld.gov.au/Residents/Water-and-Wastewater

In recognition of historic and remote water connections, Council considers all Water Connection Applications, even those from properties outside the declared service area, for feasibility on a case-by-case basis.

This factsheet outlines the terms under which Council provides, where available, drinking water supply services to customers outside the water service areas.

What exactly does this mean and does it affect you?

Council intends to honour existing long term and historical drinking water service arrangements with landowners that receive drinking water outside of the current water service areas and will consider new connections on a case-by-case basis.

If you are already connected to a water service, you are not required to do anything.

If you would like to be connected, you are required to follow the processes outlined in the Water and Sewerage Connections, Disconnections and Billing Policy.

What are the costs involved for a water connection?

Connection to a water service will be charged as per the connection fees within Council's Schedule of Fees and Charges. Additionally, once connected you will be subject to ongoing Rates and Utility Charges. These charges are subject to change and are published each year on Council's website with current payment options.

What is Council responsible for under your water service?

The Water and Waste Directorate of Council has published Customer Service Standards which outline:

- The level of service to be supplied via the establishment of Key Performance Indicators; and
- The process for service connections, billing, metering, accounting, customer consultation, complaints and dispute resolution.

Council encourages all customers to become familiar with these standards.

What aspects of your water service do you, as the property owner, take care of?

Property owners are responsible for maintaining all water pipes and fittings between Council's water system, and the buildings and/or water related infrastructure on your property, this is referred to as your property water system.

As the property owner, any damage caused by failure of your water system and its maintenance, is your responsibility.

The property owner is responsible for the installation, maintenance and annual testing of any backflow prevention containment devices in your water system.

Where residents have a low-pressure drinking water supply, a water tank and pressure pump may be in use. For further information about compliance, or assistance on these services, please contact the Department of Energy and Public Works. You can access their contact information via their website at <https://www.epw.qld.gov.au/>.

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What are Council's responsibilities if my property has low water pressure?

The Act makes provisions for when a property requesting to be connected to a water service has low water pressure because of physical constraints. In these instances, to approve a connection, Council may impose conditions on the property owner to install water storage tanks and pumps to meet a satisfactory water pressure and flow.

If these conditions are met Council's responsibilities include:

- The installation of a water service to the boundary (at the owner's expense);
- The supply of water to the property so that the tank may be replenished with town water supply;
- Reading and repairing water meters in accordance with Council's Water and Sewerage Connections, Disconnections and Billing Policy;
- Maintaining all water infrastructure up to and including the water meter; and
- Providing potable water which meets the Australian Drinking Water Guidelines.

If these conditions are met the property owner's responsibilities include:

- Providing adequate water storage on site to meet daily demands and, if required, for firefighting;
- Providing pressure pumps to boost water pressure levels;
- Providing backflow prevention via an air gap at the top of the tank;
- Ensuring water from non-potable water sources is not connected to the tank;
- Ensuring the water service connecting the water meter and the tank is installed by a person licensed to perform such works; and
- Ensuring there are no additional connections between the meter and the water storage tank.

Will Council access my property?

As per the Water and Sewerage Connections, Disconnections and Billing Policy, Council delegates may be required to access your property without prior notice to read, maintain or replace a meter. Property owners are required to ensure that Council have safe access to the water system for these works.

Can I be added to the service area?

As per the Act, Council is required to review their service areas each year. In some cases, expansion or annexation will occur, but it involves regulatory review and extensive planning.

Customers outside the service area are not guaranteed access to a water service. Approval depends on infrastructure capacity, proximity to existing lines, and regulatory obligations.

Who can I speak to if I have any questions or want to make enquiries?

Telephone enquiries

If you require further information, please contact Councils Customer Service Centre available 24 hours a day, 7 days a week on **1300 ISAACS** (1300 472 227) or alternatively head on over to **Speak Up Isaac** to have your say.

Internet enquiries

You can find information on a range of topics on our website www.isaac.qld.gov.au

FOR MORE INFORMATION:

ISAAC.QLD.GOV.AU | **1300 ISAACS (1300 472 227)**

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