



Metered Standpipe and Bulk Water Filling Station Policy

For more information contact
Shoalhaven Water

City Administration Centre
Bridge Road (PO Box 42)
Nowra NSW Australia 2541
P: 1300 293 111

water@shoalhaven.nsw.gov.au
www.shoalwater.nsw.gov.au

Policy Number: POL22/141

Adopted: 23/05/2000

Amended: 21/12/2004, 24/03/2009, 29/01/2013, 20/09/2022

Reaffirmed: 18/07/2017

Minute Number: MIN00.711, MIN04.1655, MIN09.334, MIN13.35, MIN17.631,
MIN22.650

File:17457E

Review Date: 1/12/2024



PURPOSE

- To regulate and manage the extraction of water from mains in the Shoalhaven by hydrant standpipes and bulk water filling stations.
- To provide a fair and equitable system for measuring and charging hydrant and filling station water use, thereby maintaining appropriate water management practices in the Shoalhaven.
- To provide guidance and service to customers who wish to use metered standpipes and bulk water filling stations for extraction of water from mains in the Shoalhaven.
- To protect drinking water quality by preventing potential contamination of mains from inappropriate use of standpipes.
- To monitor and review water consumption patterns and assist in the planning of water supply infrastructure.

STATEMENT

This policy was adopted by Council Minute 00.711 on 23rd May 2000, Minute 04.1655 on 21st December 2004, Minute 09.334 on 24th March 2009 and Minute 13.35 on 29 January 2013.

DEFINITIONS

Bulk water filling station – A fixed facility that enables water to be transferred from the water mains direct to water tankers safely and efficiently.

Hydrant – A fitting on a water main specifically designed for connection of a standpipe to extract water from the main.

Standpipe – A device to connect to a hydrant for extraction of water. The device is fitted with a control valve and meter for measuring water extracted

EXEMPTION CIRCUMSTANCES

Under the Local Government Act 1993, the NSW Fire Service, State Emergency Service and the Australian Defence Force will be permitted to use unmetered standpipes for provision of emergency Services only.

Shoalhaven Water Operations Department will be exempt for essential maintenance of water mains to ensure water quality standards.

1 TERMS OF USE – STANDPIPES

1.1 Access Requirements

Customers who wish to extract water from hydrants in the Shoalhaven are required to hire a metered standpipe from Shoalhaven Water and will be required to enter into an agreement for their use.

The agreement specifies the conditions governing the use of the metered standpipes and payment of fees, charges and security deposit. Metered standpipes remain the property of Shoalhaven Water.

Tanks being filled from a reticulated supply using a removable standpipe must have a backflow prevention device that complies with the [Plumbing Code of Australia and AS/NZS3500 Part 1](#).

Persons found in breach of the approval may have their approval to use portable standpipes revoked and/or be subject to prosecution.

1.2 Hire Period

Standpipes will be available for hire on a quarterly basis.

1.3 Fees, Charges and Security Deposit

Fees, charges and security deposits will be set annually under Council's adopted Delivery Program and Operational Plan – Fees, Charges and Rentals.

Note: The fees and charges are based on full cost recovery of the capital and maintenance cost of the metered standpipe over 10 years plus administration costs for each hire period. The security deposit is set at 30% of the standpipe cost to encourage security and return of the device by hirers.

Usage is based on the maximum usage charge for water adopted in a financial year.

1.4 Ownership of Standpipes

All metered standpipes for extraction of water will be owned by Shoalhaven Water, Council's Water Utility. The use of private standpipes in Council's mains is prohibited.

1.5 Identification of Standpipes

Standpipes will be numbered and coloured for easy identification.

1.6 Types of Standpipes

Standpipes are available in two sizes:

- 65mm: For larger volume users (Max Flow Rate: 8.3 L/sec)
- 25mm: For smaller volume users (Max Flow Rate: 1.5 L/sec)

1.7 Penalties and Costs

The hire agreement will include clauses for the imposition of penalties in the event of damage, loss or destruction of the standpipe. The security deposit will be forfeited should such loss or damage result from negligent use by the hirer and additional costs recovered.

Appropriate safeguards have been incorporated in the agreement to discourage misuse.

1.8 Meter Reading

Hire and water usage charges will be levied each financial quarter (March, June, September and December) based on readings provided by the hirer. The readings can be emailed with photographic evidence, via the online meter reading form or by presenting the standpipe. Accounts will be issued at quarterly intervals and/or at the end of the hire period.

1.9 Standpipes Currently in Use

To encourage the removal of unmetered standpipes in the region, a rebate of \$50 will apply upon surrender of these standpipes.

2 TERMS OF USE – BULK WATER FILLING STATIONS

To address water quality issues that are occasionally experienced throughout the water distribution network which arise from the use of hired standpipes operated at high flows, Shoalhaven Water operate Bulk Water Filling Stations at Kangaroo Valley and Tomerong.

2.1 Use of Bulk Water Filling Stations

Customers wishing access to the Bulk Water Filling Stations must apply to Council for an account and access key using the Metered Standpipe Hire Request.

2.2 Access Requirements – All users

As part of the agreed terms of use, all hirers must;

- Adhere to the [NSW Health Guidelines for Water Carters](#).
- Either have installed an approved Reduced Pressure Zone Device (RPZD) or ensure a fixed air gap is installed on their tanker.

2.3 Access requirements – Bulk Water Carters supplying potable water

The Public Health Act 2010 and the Public Health Regulation 2012 require drinking water suppliers to:

- have a quality assurance program (QAP) that complies with the Regulation
- comply with (i.e., implement) its QAP
- provide a copy of the QAP to the local Public Health Unit
- keep records relating to managing the safety of its drinking water supply.
- Notify us of their business details and be placed on a food business register

This requirement applies to potable Water Carters. Please refer to the [NSW Guidelines for Water Carters](#) on the NSW Health website. NSW Health may request water carting data from Shoalhaven City Council.

IMPLEMENTATION

The Water Business Service Department (Shoalhaven Water) has responsibility to implement the policy through processing of an application.

Review

In accordance with S 165 (4) of the Local Government Act 1993, this policy will be reviewed within one year of the election of every new Council.

Application of ESD Principles

To ensure accountable use of standpipe services and the water extraction from the supply system against water availability.