Shoalhaven Council's Water Utility
WATER

Metered Standpipe and Bulk Water Filling Station

Hire Agreement

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Introduction

Shoalhaven Water hire metered standpipes and bulk water filling keys as set out in this hire agreement.

Where this agreement is accepted by an individual on behalf of an organisation or company that individual warrants that they have authority to bind the company or organisation. They acknowledge they will be liable as if they were personally a party to this agreement if they do not have authority to bind the organisation or company.

The hirer also confirms that the information provided to Shoalhaven Water is correct. If there is at any time any change to the details provided the hirer will immediately communicate those changes to Shoalhaven Water.

The standpipe remains the property of Shoalhaven Water and must be returned immediately to Shoalhaven Water on demand.

Term of Agreement

The term of the agreement shall be from the date of issue of the standpipe or bulk water filling key to the return of the metered standpipe or bulk water filling key and payment of all applicable fees and charges.

It is illegal to use standpipes other than those hired from Shoalhaven Water in the Shoalhaven City area of operations.

Conditions of Use

- Only standpipes issued by Shoalhaven Water can be used in the Shoalhaven City Council area.
- The standpipe hirer must have an ABN or ACN and only use the standpipe for business purposes (excluding the use for agriculture or as an alternative to a normal property water service).
- Only authorised persons with a current Shoalhaven Water Standpipe Hire Agreement may draw water from the Shoalhaven City Council network.
- The Hirer assumes full responsibility for inspecting the standpipe prior to each use and ensuring that it is in good working order. The Hirer must immediately report any damage or defects to Shoalhaven Water and cease use until the issue is resolved.
- If a defective standpipe is returned partway through the quarter, Shoalhaven Water will replace it under the same hire terms and conditions as the original.
- The Hirer is required to provide photographic evidence of the standpipe or present the standpipe for inspection if requested by Shoalhaven Water.
- The standpipe and standpipe meter must not be modified or tampered with in any way.
- The hirer shall provide all fittings and hoses for connection to the standpipe. Any hose attached to the standpipe or bulk water filling station must be adequately protected from damage or compression by vehicular traffic.
- You agree to use standpipe or bulk water filling station in accordance with relevant acts or regulations.
- You assume full responsibility for proper handling techniques as to avoid injury to persons or damage to Shoalhaven Water assets and infrastructure. Should damage occur, you must notify Shoalhaven Water immediately. Reimbursement of repair will be sought.
- You agree to not use standpipe in tandem with any auxiliary equipment (e.g. booster pumps) that may cause a pressure drop or damage to the mains.
- You agree to not use a standpipe on a prohibited hydrant / low pressure area, or on a hydrant on labelled “recycled water”.
- You agree to not misuse or use the standpipe or bulk water filling station in such a manner as to waste water.
- You assume full responsiblity for proper handling techinques of the standpipe or bulk water filling station and acknowledge Shoalhaven Water is not liable for injury or damage incurred during use of the asset.
- The standpipe or bulk water filling station may only be used for the purposes stated in the Standpipe Hire Agreement.
- Where the hirer is unable to remove or stop the flow of water from the bulk water filling station or standpipe or hydrant, Shoalhaven Water must be notified immediately.
- The hirer shall comply with any reasonable direction given by an officer of Shoalhaven Water with regard to the standpipe or bulk water filling station and this includes making the standpipe available for inspection at any time.
- Shoalhaven Water reserves the right to amend or vary these terms and conditions and will notify you in writing if changes are made.

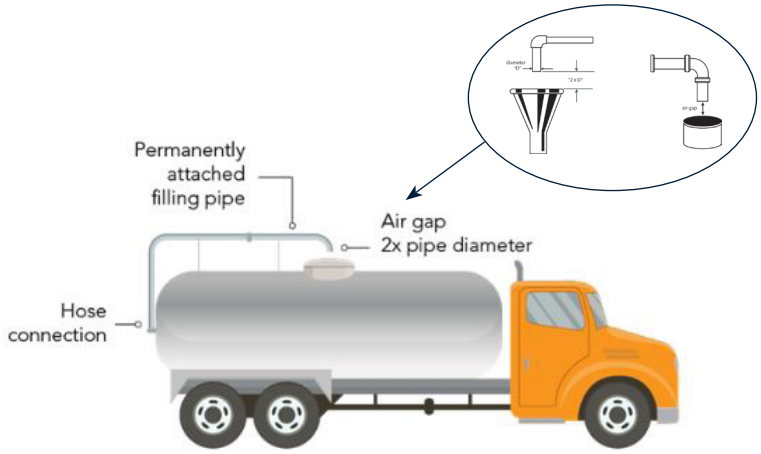
Compliance with AS/NZS 3500.1

The hirer of a standpipe is required to prevent backflow in accordance with the requirements of the Plumbing Code of Australia (PCA) and AS/NZS3500.1, and Council's policy on Backflow Prevention and Cross Connection Control.

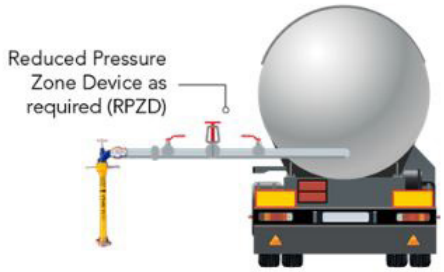
Prevention may be in the form of a fixed air gap or a testable backflow prevention device (e.g. RPZD or DCV).

An air gap is required to be 2x the internal diameter of the fill pipe. For example, if the fill pipe is 80mm then the air gap should be at least 160mm.

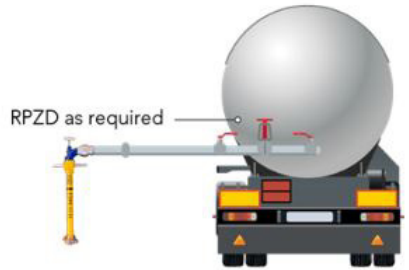
Where an air gap is not possible, the hirer must provide an annual backflow prevention device inspection test and maintenance report issued by an accredited backflow prevention plumber. Failure to comply with this condition may result in legal action under the Local Government Act.



(a) With air gap



(b) With portable assembly



(c) With truck-mounted assembly

NSW Guidelines for Water Carters

Hirers using standpipes for the purpose of providing water for human consumption are responsible to ensure compliance with the NSW Health Department Guidelines for Water Carters.

Click link: **NSW Guidelines for Water Carters**

Hire and Water Usage Charges

When you submit our online Hire Agreement, Shoalhaven Water shall review the application and if approved, issue a payment advice based on the relevant financial year charges.

Once payment has been made, contact Shoalhaven Water on 4429 3214 to arrange collection. **Proof of payment must be provided on pickup.**

Quarterly charges

Standpipes are available for hire on a quarterly basis with the hire period concluding on the last day of each financial quarter (i.e. 31 March, 30 June, 30 September, 31 December). New fees and charges are applicable from 1 July each year.

Availability and water consumption charges will be levied each quarter, and an account will be issued.

Our standpipes are available in two sizes:

25mm - for small volume users (max flow rate: 1.5 L/sec)
65mm - for large volume users (max flow rate: 8.3 L/sec)

2026/27 Fees & Charges
Applicable from 1 July

	Quarterly fee	Water usage charge per kilolitre	Refundable deposit
25mm	$89.50	$3.03	$357.00
65mm	$145.00	$3.03	$557.00
Bulk Water Stations		$1.52	$78.50

Submit a Meter Reading

Standpipe meter readings must be provided each quarter for billing purposes. Shoalhaven Water will issue a reminder to submit the quarterly meter reading.

How to submit a meter reading

A standpipe meter reading can be provided by presenting the standpipe in person at Shoalhaven City Council Administration Office in Nowra, or by using our online form. Our online form will ask for photographic evidence showing both the standpipe number and the meter dials.

Council reserves the right to apply a late fee for failure to present quarterly standpipe meter readings. The value of the fee will be noted in Council's annual fees and charges schedule.

Click link or use keyword search: **Submit a standpipe meter reading**

Brown Water Waiver

Council does not accept responsibility for brown water draw-off through metered standpipes or bulk water filling stations which may be experienced upon connection and first use of any standpipe or bulk water filling station.

We strongly recommended that water be allowed to flow for a short time through the standpipe before drawing water for storage. No allowance will be given for such water consumption.

Termination of Agreement

Shoalhaven Water has the right to terminate an agreement without notice if the hirer:

- Fails to comply with a reasonable direction by an officer of Shoalhaven Water in relation to the use and inspection of the standpipe or bulk water filling station; or
- Does not comply with the conditions of the agreement including but not limited to non-payment of any fees or charges.

If this agreement is terminated due to a breach, the hirer shall:

- Forfeit the quarterly availability charge;
- Immediately return the standpipe to Shoalhaven Water;
- Return on demand the standpipe to the Shoalhaven Water officer;
- Be liable for any water usage charges; and
- Forfeit the deposit paid at commencement of agreement.

Notwithstanding the provisions contained above, either party may terminate the agreement by giving the other party 14 days' notice in writing and the agreement shall be terminated at the expiration of such period. The hirer will then immediately return the standpipe to Shoalhaven Water and pay all hire and water usage charges to the date of return of the standpipe.

Transfer of Agreement

Metered standpipe & bulk water filling station hire agreements are non-transferable.

The standpipe or bulk water filling key shall not be used by any person other than the hirer or persons mentioned in the application.

Failure to return Standpipe or Hire Key

If the hirer fails to return the standpipe within 30 days from the date of termination, Shoalhaven Water will issue the hirer an invoice for a termination fee which includes the replacement costs of the standpipe and fee for failure to return, less the orginal deposit amount paid.

If the hirer damages the standpipe beyond reasonable wear and tear or is unable to return the standpipe due to loss , Shoalhaven Water will charge the hirer the current replacement cost of the standpipe. In the event of loss of the standpipe, supporting evidence or a statutory declaration detailing the circumstances must be submitted by the hirer.

The hirer and Shoalhaven Water agree that at the time the standpipe was issued, the meter on the standpipe was read by Shoalhaven Water and showed the reading as recorded in the application.

If the hirer fails to return or loses the bulk water filling key, the hirer will forfeit the return of the hire deposit.

These fees will then be debts due and payable to Shoalhaven Water.

Lost, Stolen or Damaged Standpipes

Shoalhaven Water must be notified immediately in the event of damage, loss or destruction of a standpipe.

On the reported loss of the standpipe, the hirer shall reimburse the current cost of a replacement standpipe, less original deposit and pay outstanding water usage and availability charges. On payment of issued charges, if a replacment standpipe is required a new standpipe hire agreement must be submitted.

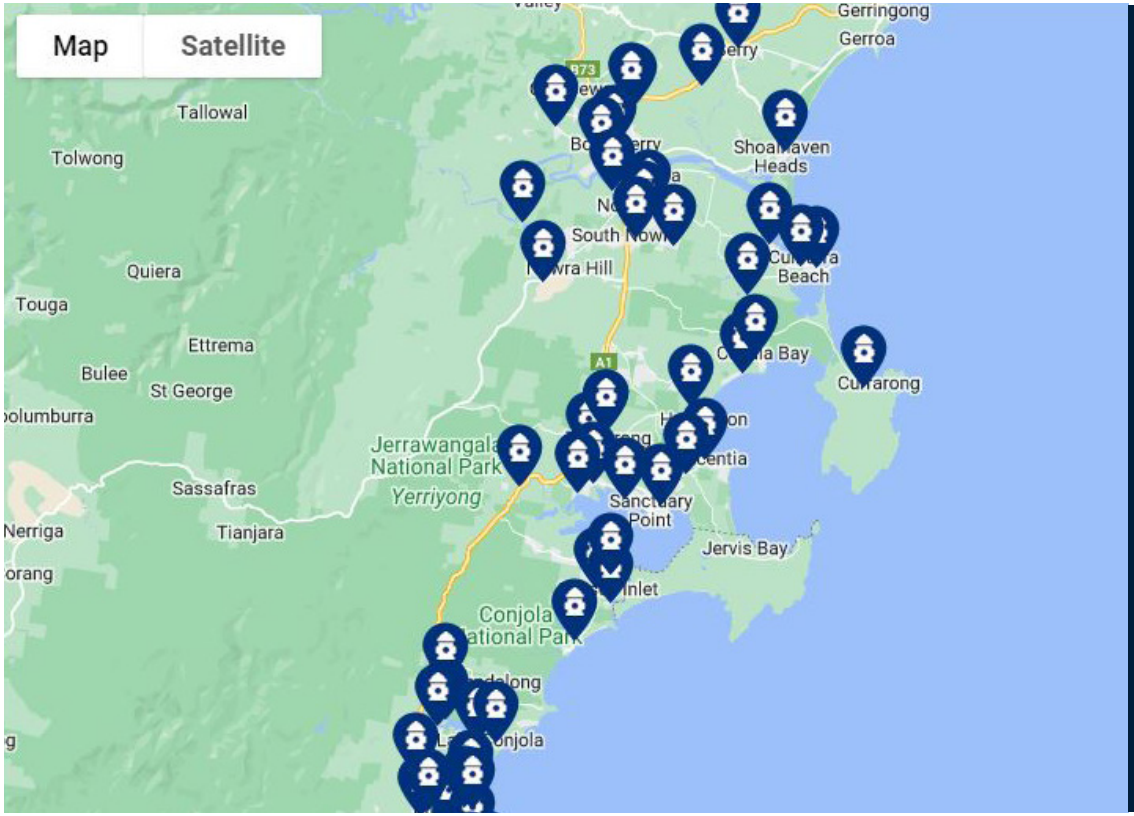
Shoalhaven Water reserves the right to determine whether a damaged standpipe should be repaired or replaced. The hirer shall use the standpipe in such a manner as to prevent it from becoming damaged. If lost or stolen, a water usage charge will be calculated based on an estimate of the previous reading periods.

Shoalhaven Water will not charge the hirer for the cost of repairs or replacement of the standpipe where the damage is due to fair wear and tear or manufacturing fault.

Access to hydrants

When you hire a standpipe from us we ask you to act responsibly and only use the hydrant points indicated on our map.

Click link, map, or use keyword search: Hydrant locations for standpipe use



Water should only be drawn from one of the many hydrants indicated on our online map.

Click the map to take you to our hydrant webpage.

Prohibited access points

Drawing water from a hydrant in a low pressure area is prohibitied at all times and penatlies may apply.

Below is a list of areas within the Shoalhaven Water reticulation system that are considered low pressure.

Bamarang	Old Bamarang Road (feeding Longreach) | Corner Yalwal Road and Flatrock Road (waste depot entrance) | Old Bamarang Road | Longreach Road
Bamarang to Burrier	Raw meter main - can utilise hydrants with RED markers only
Berry	Kangaroo Valley Road Beach Road | Wire Lane
Bomaderry to Berry	Jaspers Brush Road O'Keefe Lane | Swamp Road Devitts Lane | Turners Lane | Croziers Road | Strongs Road
Burrill Lake	Canberra Crescent | Wyoming Avenue | Wallaroy Drive
Conjola	Entrance of Thorne Street
Coolangatta	Bolong Road | Hanigans Lane Agars Lane | Jennings Lane Back Forest Road | Moeyan Road | Coolangatta Road | Bryces Road Wharf Road
Falls Creek	Princes Highway | Mortimer Road | Seasongood Road | Goodmans Road | Watt Road | Knoll Parade | McArthur Drive | Gardeners Road | Parma Road | Fairfax Road | Streamside Street | Edendale Street | Pritchard Avenue | Woollamia Road
Kangaroo Valley	Bendeela Road
Lake Tabourie	Corner Princes Highway and River Road (Julie's Corner)
Milton	Main Town Area | Hospital | Sarah Clayton Nursing Home | Woodstock Road | Croobyar Road past Myrtle Street | Wilfords Lane | Garrads Lane | Slaughterhouse Road
Mollymook	Mollymook Golf Club and Motel Areas
Nowra	Nowra CBD boarded by North Street | Osborne Street | Plunket Street and East Street (Princes Highway)
South Ulladulla	South Pacific Crescent | Dolphin Point
Terara, Brundee, Numbaa & Pyree	Terara Road | Greenwell Point Road from Worrigee Road | Apperley's Lane | Mayfield Road | Jindy Andy Lane | Smiths Lane | Comerong Island Road | Millbank Road | Stratherick Lane | Bournes Lane | Ryans Lane
Ulladulla	Ulladulla Civic Centre | Main Town Area

Shoalhaven Water reserves the right to terminate a hire agreement if a complaint is received due to a hydrant being used in a low pressure area. If damage occurs, the cost of repairs will be forwarded to the person found using the hydrant.

Standpipe Safety

Standpipes must only be used in accordance with the operating instructions.

Click link or use keyword search: **Standpipe operating instruction video**

Find out how to use a standpipe and what to do if you encounter a problem

Click the image to take you to our YouTube clip.

While in use, the standpipe must maintain a watertight seal, always be attended by the person operating it, and suitably protected from any damage to either the standpipe or hydrant.

Bulk Water Filling Stations

Bulk water filling stations allow water carters to draw water from Shoalhaven Water trunk mains at a significantly reduced time with a typical 10,000 litre truck filling in around 10 minutes. Using the station reduces the potential to create dirty water events in the reticulation system.

Customers wishing to access our bulk water filling stations must apply for an access key by submitting our online Metered Standpipe Hire Request. Once approved, an invoice will be issued. Proof of payment is required on collection. **Prior to collection - contact us on 4429 3214 to arrange fob activation.**

Accounts are issued at the end of each financial quarter for water usage. Water volumes are measured in 100L amounts through the internal flowmeter transmitter.

Instructions on how to use the unit are located on the panel within the cabinet. The cabinet must be locked after use to avoid any unauthorised use.

The connection on the station is a 100mm male camlock.

Bulk Water Filling Station Locations

Our bulk water filling stations are located in:

Kangaroo Valley - Broughton Street
Tomerong - Corner Hawken & Yerunda Roads

Shoalhaven Water

Shoalhaven City Council Administration Centre
36 Bridge Road, Nowra, NSW 2541
02 4429 3214
www.shoalwater.nsw.gov.au

Customer service office hours:
9:00am to 4:00pm, Monday to Friday