

Metered Standpipe and Bulk Water Filling Station Policy

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Related Legislation: Local Government Act 1993

Associated Policies/Documents: Standpipe Hire Agreement

Responsible Owner: Manager - Water Business Services Department

Policy Number: POL24/9

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1 Policy 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 businesses 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.

2 Objectives

2.1 Policy Statement

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

3 Definitions

Term	Meaning
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.
Backflow prevention	The methods and devices used to prevent the undesirable reversal of the flow of water into the potable (drinkable) water supply. This is crucial to avoid contamination or pollution of lean water sources. It may be in the form of a fixed air gap or testable backflow prevention device (eg, Reduced Pressure Zone Device ('RPZD') or Double Check Valve ('DCV')).

4 Roles & Responsibilities

4.1 Provisions

4.1.1 Exemption Circumstances

Pursuant to 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 permitted to use unmetered standpipes for essential maintenance of water mains to ensure water quality standards.

4.1.2 Terms of Use – Standpipes

Use of standpipes is subject to a Hire Agreement

Businesses 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. Application for standpipe hire is made using the Metered Standpipe Hire Request. The hirer is to maintain a standpipe in proper working condition at all times throughout the hire period.

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.

The hirer 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 the Backflow Prevention and Cross Connection Control. Prevention may be in the form of fixed air gap or a testable backflow prevention device (eg, PRZD or DCV). Persons found in breach of the agreement may have their agreement to use portable standpipes revoked and/or be subject to prosecution and any associated costs.

Hire Period

Standpipes will be available for hire on an ongoing basis and will be charged on quarterly.

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 metered standpipe and maintenance cost of the 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.

The water usage charge is based on the maximum usage charge for water adopted by Council in the financial year.

Penalties, Costs, and termination of Agreement

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 where applicable.

Council may apply a late fee for failure to present quarterly standpipe meter reading.

If the hirer fails to provide readings for three periods, the hire agreement will be terminated, and the hirer must return the standpipe immediately on receiving a termination notice. A termination fee will apply. In the event the standpipe is not returned upon termination, the termination fee will include the cost of standpipe replacement.

The value of the fee will be included in Council's Annual Fees and Charges schedule. Appropriate safeguards have been incorporated in the agreement to discourage misuse.

Ownership of Standpipes

All metered standpipes for extraction of water will be owned exclusively by Shoalhaven Water, Council's Water Utility. The use of standpipes not owned by Shoalhaven Water in Council's mains is prohibited.

Identification of Standpipes

Standpipes will be numbered and coloured for easy identification.

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)

Meter Readings to be provided by the hirer

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 must be submitted 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.

4.1.3 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.

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.

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.

4.2 Implementation

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

5 Related Legislation, Policies or Procedures

- Local Government Act 1993
- Standpipe Hire Agreement

6 Risk Assessment

Financial	<p>Not providing suitable guidance for the hiring of standpipes increases financial risk where appropriate revenue is not collected for the hire of standpipes as well as cost to Council where standpipes are not used as intended.</p> <p>A clear policy provides direction for procedures and guidelines to be developed to properly support customers in need to appropriate levels.</p>
Operational	<p>A lack of clear policy can lead to inconsistent service delivery, inefficiencies, and increased administrative burdens. When our customers and staff struggle to interpret vague policies, service delivery standards are diminished.</p> <p>Strong policy statements ensure proper service delivery to the high standards we expect and are expected to deliver.</p>
Reputational	<p>Shoalhaven Water is widely acknowledged as a leader in our industry. A comprehensive policy around the hire and maintenance of standpipes solidifies our position as a leader in the industry and within our community.</p> <p>Management of our brand is an important area of our overall business, and a robust policy ensures a uniform approach to our customer base, projecting high level customer service standards.</p>
Legal & Regulatory	<p>Shoalhaven Water acknowledges the regulatory framework in which we operate is crucial to ensure a consistent service</p>

	delivery for all of our customers. Non-compliance with laws, regulations or conditions within service agreements can lead to fines, litigation, and reputational damage.
Strategic	<p>Shoalhaven Water is widely acknowledged as a leader in our industry. Our long-term goals are to maintain this leadership position and continue to be recognised for our service standards.</p> <p>The development and maintenance of service-oriented policies help to meet these goals.</p>

7 Monitoring and Review

Pursuant to S 165 (4) of the Local Government Act 1993, this policy will be reviewed within one year after the declaration of the poll of a Council election.

8 Ownership and Approval

8.1 Public Policy

Responsibility	Role
Directorate	Shoalhaven Water - Water Business Services Department
Endorser	Director Shoalhaven Water
Approver	Council