

POLICY

Policy name	Water And Sewer – Rural And Trunk Main Connections
Responsible manager(s)	Director Infrastructure Services
Contact officer(s)	Divisional Manager Water and Sewer
Directorate	Infrastructure Services
Approval date	10 September 2013

Purpose

Council's Strategic Business Plan for Water Supply and Sewerage identifies level of service targets that Council aims to achieve in the delivery of its water supply and sewerage services. Key performance objectives include adequate water quality, maximum and minimum water supply pressures, sewer odour complaints, response times and durations of interruptions.

This policy is to ensure that Council's ability to meet its level of service obligations is not compromised by allowing water and sewer services in low density areas, i.e. rural properties, or from water trunk mains.

Rural Water Connections

Council supplies water that is treated to a standard that meets the Australian Drinking Water Guidelines, including disinfecting the water to destroy any pathogenic (disease causing) organisms that may have been present in the water source. To protect against recontamination in the distribution and reticulation network, Council chlorinates the water to maintain disinfection residual.

Good design, management and integrity of distribution and reticulation systems are essential for maintaining water quality. Stagnation and chlorine decay can occur in poorly designed and operated systems. Unless there is sufficient turnover of water in the network, there is a risk that disinfection capacity will be depleted and reinfection may occur. This is particularly a problem in reticulation systems that contain sections with long detention periods such as long sections of pipe servicing few customers and dead ends.

Due to the low density of rural properties, it is not possible to provide water services from a reticulation system that isn't comprised of long sections of pipe servicing few customers, dead ends and excessive detention periods. Therefore, there is a significant risk that Council will be unable to meet drinking water quality standards for rural customers.

As Council is unable to guarantee level of service obligations, Council does not permit rural properties to be connected to reticulated potable water supply systems.

Trunk Water Main Connections

Trunk water supply pipelines deliver bulk water from one part of the system to another, often aided by pumping. As such, trunk mains are larger in diameter than reticulation mains, are not networked and have fluctuating pressures. Trunk mains are considered part of the distribution system, which is designed to accommodate the peak day demand for catchments within the water supply system. Response and repair times for trunk water

main failures can therefore be up to several days depending on the season, which far exceeds Council’s level of service obligation.

Council is not able to meet level of service obligations for customers serviced from trunk mains for the following reasons:

- Excessive pressure fluctuations caused by pumps starting and stopping, which lead to level of service complaints.
- Excessive response and repair times due to larger diameter pipes and isolation.
- Long pipelines without networking meaning that service interruptions can disrupt excessive numbers of customers per incident.

As Council is unable to guarantee level of service obligations, Council does not permit properties to be connected to water supply trunk mains.

Rural Sewer Connections

Due to the low density of rural properties, a reticulated sewer system servicing rural properties will contain either:

- Long sections of gravity pipe and transfer pumping stations that service few properties, or
- Long sections of pressure sewer pipelines.

It is not usually possible to provide a viable service to rural customers as operations, maintenance and asset renewal costs will far exceed the income from contributing properties. Long sections of sewer rising main or pressure sewer results in anaerobic sewage conditions which create odour and maintenance issues, and a reduced asset life of the downstream sewer system.

As Council is not able to provide a viable sewer service or met level of service obligations, Council does not permit rural properties to be connected to Council’s sewerage systems.

The policy aims to:

- Ensure that Council’s ability to meet service level obligations is not compromised by providing water and sewer services in low density areas or from water trunk mains.
- Ensure consistency and fairness in the manner in which the Council deals with rural property owners.
- Ensure compliance with legislative requirements under the *Local Government Act 1993*.
- Make the Council's policies and requirements for rural and trunk main connections readily accessible and understandable to the public.

Policy statement

1	Application This policy applies to water supply and sewerage systems within the Eurobodalla Local Government Area (LGA).
2	Legislation Eurobodalla Shire Council will comply with the <u><i>Local Government Act 1993</i></u>

Implementation

Requirements	Responsibility
<p>1 Rural Water and Sewer Connections Connections to Council’s water supply or sewerage systems of lots within land use zones RU1 Primary Production or RU4 Primary Production Small Lots shall not be permitted except as outlined in point 3. Requests for connection to Council’s water supply and/or sewerage systems of lots within land use zone E4 will be considered on merit.</p>	Council Officers
<p>2 Distribution Mains Service connections to trunk water mains will not be permitted.</p>	Council Officers
<p>3 Exceptions Connections to the existing reticulated water supply system of lots within land use zones RU1, RU4 or E4 will be permitted where a reticulated water supply main exists at the property frontage, subject to payment of water connection and water supply head works charges. This exception shall not be applied to sewer services or trunk water main connections.</p>	Council Officers
<p>4 Staff Under supervision, applicable Council staff will be responsible for ensuring that policies are implemented appropriately within their work area, after they have received relevant training to do so.</p>	Council Officers
<p>5 Concerns Concerns received regarding this policy will be recorded on Council’s customer service request (CSR) or records system and handled in accordance with Council’s Customer Service Policy. They will be used to analyse the history of concerns and requests and to help determine follow up actions.</p>	Council Officers
<p>6 Complaints Complaints received regarding this policy will be lodged with the Public Officer and handled in accordance with council’s Complaints Policy.</p>	Public Officer
<p>7 Consultation Consultation regarding this policy will occur as relevant with key stakeholders and may include legislative bodies, other agencies, relevant legislation, industry guidelines, and public comment. Public submissions regarding this policy are invited for consideration during the policy exhibition period.</p>	As required

Review

The policy will be automatically revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council revokes it sooner. **Note:** *Automatic revocation of the policy is provided for by section 165(4) of the Local Government Act 1993. The next general local government election is expected to be held in September 2016.*

This policy may also be reviewed and updated as necessary if legislation requires it; or when Council’s functions, structure or activities change.

Reviews of the effectiveness of this policy could include the following:

Performance indicator	Data source(s)
Customer Concerns	Council records
Internal or external audit	Audit
Customer Feedback Survey Responses	Surveys

Governance

This policy should be read in conjunction with any related legislation, codes of practice, relevant internal policies, and guidelines.

Related legislation and policies

Name	Link
Local Government Act 1993	www.austlii.edu.au/au/legis/nsw/consol_act/lga1993182/

Related external references

Name	Link
Division of Local Government	www.dlg.nsw.gov.au/

Supporting documents

Name	Link
Integrated Water Cycle Management Strategy	www.esc.nsw.gov.au

Change history

Version	Approval date	Approved by	Minute No	File No	Change
1	16 Dec 2008	Council	08/386	e06.0113	Policy commenced
2	10 Sep 2013	Council	13/272	E13.7095	Revised and updated

Internal use

Responsible officer	Director Infrastructure Services		Approved by	Council	
File:	E13.7095	Report no:	O13/56	Effective date:	10 Sep 2013
Min no:	13/272	Review date:	Sep 2016	Pages:	5