

Customer Connections Policy 025

1. POLICY OBJECTIVE

This Policy supplements the *Water Act 1989*, Essential Services Commission's Customer Service Code, the Corporation's Customer Charter (Policy 045 and Standard Operating Procedure 144), and the *Water Estimation, Supply and Sewerage Regulations 2014*.

2. SCOPE

This Policy applies to all approved standard Customer Connections of serviced properties to the Corporation's networks for the supply of drinking water, non-potable water, recycled water, and sewerage services. Specific procedures and definitions relating to this Policy are also contained in published Standard Operating Procedures and related Corporation documents, as may be amended from time to time.

3. ELIGIBILITY TO CONNECT

Customers are eligible to apply to connect to the Corporation's services where;

1. The property is within the Corporation's declared water and/or sewerage districts and;
2. The property has been declared by the Corporation as serviced, in accordance with section 144 of the *Water Act 1989*.

A serviced property is generally land within the Corporation's declared water or sewerage district that is physically 'fronted by a main', and where the Corporation-owned reticulation network assets pass the property boundary to enable either a water service (being a tapping, connection and meter, to be installed perpendicular to the main), or a sewer connection (sewer point or boundary kit). Where approved by the Corporation, connections are to be installed in accordance with the Corporation's construction requirements.

The required levels of customer service apply to serviced properties, in accordance with service standards contained in the ESC Customer Code and EGW Customer Charter.

5. SUPPLIES BY AGREEMENT

New applications for Supply by Agreement will not normally be approved by the Corporation, except in exceptional circumstances. Refer to EGW SOP 135, Supply by Agreement, for details.

5. CUSTOMER CONNECTIONS

Customers are responsible for initial installation of a new water or sewer connection or alteration to an existing connection subject to approval by the Corporation (usually via a Consent to Connect or separate written agreement). Such works are constructed fully at the customer's cost.

The Corporation will at its discretion carry out maintenance, including replacement, to approved customer connections.

The customer is responsible for all maintenance works that may be required for any Supply by Agreement connection.

The Corporation is not responsible for maintenance, replacement, modification or relocation of Non-Standard Customer Connections, including rectifying an older connection to conform to current regulations and requirements, except where specific provisions may be made in a separate written agreement.

The customer is responsible for maintaining their Private Plumbing Works in good order. Where the Corporation carries out emergency necessary works on any Customer Connection, costs for associated works will be passed to the customer.

The Corporation will not accept responsibility for any Non-Compliant Customer Connections and may discontinue any services, and/or either direct the customer to rectify the connection at the customer's cost, or arrange to rectify the connection and recoup the cost from the customer.

Properties may only have a single individual connection for water and/or sewerage services which must be separately connected in accordance with Section 142 and 147 of the Water Act 1989 unless specifically approved otherwise in writing by the Corporation.

6. WORKS AND MAINTENANCE

The Corporation will assume responsibility for approved standard Customer Connections and will carry out maintenance for fair wear and tear. Where works are required to maintain or replace an approved standard Customer Connection, the Corporation will arrange the works as set out in this Policy, Regulations and associated procedures.

The Corporation is not obliged to carry out any modification works to non-standard or non-compliant Customer Connections. Where any fault or damage is found to have been caused by actions or omissions of the customer or by third parties, the Corporation may arrange to carry out such repairs at the customer's cost.

REVIEW:

This Policy will be reviewed every three years.