

Standard Terms and Conditions

For the provision of a water service (Water Supply, Wastewater and Drainage)

Introduction

Under Section 73(1) of the Water Services Act 2012 (WA), landowners may be entitled to the provision of water services, including water supply, wastewater and drainage services.

The standard terms and conditions that apply to the water services provided by Water Corporation are outlined below and published on Water Corporation's website. Water Corporation may change the standard terms and conditions from time to time, so you should ensure that you are aware of the current terms and conditions.

The water service may be provided subject to:

- a standard customer contract with Water Corporation; and
- the standard terms and conditions under the Water Corporation's Water Services Licence granted under Part 2, Division 2 of the *Water Services Act 2012* (WA) (as presented in this document),

which terms and conditions will prevail to the extent that there is any inconsistency with the terms and conditions in this document.

Many of the requirements are either prescribed by law or regulation, some by Water Corporation design standards and the remainder are Water Corporation requirements that will assist in the efficient management of your water service. Many of the requirements prescribed by law or regulation attract a fine for non-compliance.

Prerequisites for water supply and wastewater services

The property owner is responsible for the full cost of infrastructure needed for the connection sought, including any extension or upgrade of Water Corporation mains to the property.

Before an application for a water supply or wastewater service is made, the property owner must:

- ensure the property details provided on the application form are accurate;
- give Water Corporation notice of any proposed construction prior to commencement;
- notify Water Corporation once construction has been completed;
- ensure that no connection is made to Water Corporation water supply and wastewater mains unless authorised by Water Corporation; and
- ensure that all private plumbing complies with regulation 49 of the Water Services Regulations 2013.

Water Supply Services

Service connection and location

- Water Corporation will endeavour to provide a standard 20mm potable water supply service connection (20 litres per minute) within 10 business days of the customer complying with all the Corporation's application requirements and payment of associated fees and charges.

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- Larger services may take longer to install due to factors such as customer requirements, special equipment, pipe network shutdowns and traffic management.
- Unless stated otherwise in Water Corporation's Water Services Licence, the standard level of service is outlined below:
 - Within the Perth Metropolitan Area, the minimum static pressure is 15 metres head, and within country urban areas, the minimum static pressure is 13 metres head.
 - Outside country urban areas, a potable water supply is not guaranteed and pressure and flow shall be either be 3kl per day or 1.8kL per day in the case of Rural Water Supply Scheme services.
 - In all cases, the maximum static pressure is 100 metres head, except where the Water Services Licence states that pressures may exceed 100 metres head. Where this occurs, the property owner is responsible for the cost of a pressure reduction valve.
- Where the Water Services Licence advises that a lower than the minimum pressure applies, the property owner is responsible for an alternative arrangement to compensate for the lower pressure.
- For a connection to be made, the area of land between the proposed position of the water meter and the water main is to be kept clear of obstructions.
- Where any property is provided with two or more water services, interconnection of such services through the internal private pipework is prohibited unless otherwise approved by Water Corporation.
- Any alteration that needs to be made to ground levels must be made before the service application.
- To avoid future relocation costs (to owner) the building design should consider the location of the water service connection position for the potential of future hazards, meter damage and/or injury.
 - Where the water service connection is not already in position, the water service connection will be laid 500mm from the side boundary nominated on the application form. The property owner or builder must ensure the side boundary survey pegs are in the correct position and visible before the application is made.
 - Where the water service connection is already in position (Pre-laid) a meter assembly and standpipe will be installed at that location
- In all circumstances, it is the applicant's responsibility to ensure this location is suitable. Should a service relocation be required it is the applicant's responsibility to make such a request and be responsible for the costs.
- Where the property owner's preferred location for a service is not possible, Water Corporation shall assess and advise alternative locations.
- If the meter is to be relocated all internal pipework is to be realigned by a licenced plumber prior to relocation of the meter. The property owner will be liable for all costs associated with the internal pipework realignment.
- The property owner is responsible for installing, at the property boundary, an approved backflow prevention device on each water service connection appropriate to the hazard rating assigned by the Water Corporation.
- If your service request also involves fire services then you are also required to install (at the property boundary) a suitable backflow prevention device to any of these new or existing fire services that formed part of this services request. Any existing fire service that is not involved in this service request will not require backflow prevention protection at this stage in time.

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Meter assembly

- Unless Water Corporation decides otherwise, the water service connection shall be 20mm nominal internal diameter pipe. Water Corporation will determine the size and class of meter applicable for the service. In some instances, a fee or a quote for the cost of the service will be required.
- Unless Water Corporation agrees otherwise, a meter will be installed at 150mm above ground level. Any alteration to ground levels after installation will require Water Corporation authorisation. The overall space to be provided for the meter assembly is 600mm. However, Water Corporation may approve for the meter to be placed below ground, under the following conditions:
 - The property owner pays all costs to install the water meter and box, and any alteration to the ground level necessary to comply with Water Corporation requirements.
 - A clearance of 300mm around the entire box and 1200mm above the box is maintained. This includes boundary fences/walls,
 - No part of the box is to be within 500mm of any power dome.
- The property owner is required to provide the Water Corporation with written approval from the Local Authority if they are requesting that their meter be located outside their property boundary.
- Other than the single residence, the property owner shall obtain the advice from a plumbing/hydraulic consultant, to determine the peak flow rate required to service the property, prior to submitting this application.
- The builder's standpipe must not be removed before the final plumbing connection is made to the water meter.
- Water Corporation may fit a flow control device appropriate to the peak flow rate requested. These devices limit the flow of water through the service to a predetermined amount. The flow may be affected by other devices and a hydraulic consultant's advice is recommended.
- A hydraulic or plumbing consultant may be required to modify the internal plumbing if there is a reduction in the flow rate to the property. The property owner is responsible for the cost of these modifications.

Meter access

- There must be sufficient access and clearance to facilitate the installation, reading, replacement or removal of water meters and attachments, regardless of whether the meter is located above or below the ground.
- Water Corporation may require the property owner or occupier of the land to provide, at their cost, a pit, below ground meter box, cover or fence for the purpose of housing the meter and its associated valves and fittings.
- Where a building is to be constructed or altered, Water Corporation may require the owner or occupier of the land on which the building is to be constructed or altered to provide, at their cost, a cubicle attached to or forming part of the building for the purpose of housing the meter and its associated valves and fittings.

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Cost and payments

- All charges, including infrastructure contributions and building authorisation fees, must be paid in advance before service connection is made.
- If a property has had a water service provided and disconnected, the property owner will be responsible for all costs associated with reconnecting the water service. The property owner is responsible for the cost of any changes to an existing service size, and further Infrastructure Contributions will be payable for any increase to the existing flow rate.

Wastewater services

- Every house shall be separately drained unless a combined drain is approved by Water Corporation.
- The property owner/developer shall pay for the cost of sealing a sewer connection when required.
- A connection to Water Corporation's sewers shall be undertaken or supervised by a licensed plumber.
- Food waste disposal units that discharge into Water Corporation's sewers are prohibited.
- Unless the Corporation has approved in writing its use, no pipe, fitting or fixture shall be used if not manufactured, supplied or bears the mark of Standards Mark or Water Mark, as appropriate of Standards Australia.

Application for a drainage service connection

Water Corporation maintains and operates a number of main drain systems within designated areas. As local government is responsible for road and residential drainage networks that discharge to these main drains, few properties require direct connection to a Water Corporation drain. Where a drainage service connection is required, the initial request should be made to the local government, and they may redirect the request to Water Corporation if required.

No connection can be made to Water Corporation drains unless Water Corporation has approved it in writing.

Building and Construction Activities

- Section 82 of the *Water Services Act 2012 (WA)* requires the owner/occupier of land to give notice to the Water Corporation of any alteration, construction or demolition of buildings that are on or in the Water Corporation's operating area. This can be done by lodging an application with the Water Corporation via BuilderNet ("**Application**"). The Application enables the Water Corporation to ensure that the proposal is suitable for the provision of the service and ensure the protection of its assets and to calculate head-works charges for the construction, alteration or demolition.
- Section 83(2) of the *Water Services Act* requires the Applicant to advise the Water Corporation upon practical completion of a Building Application where Water Corporation works has been carried out. Notification of practical completion is to be sent via email to Completion@watercorporation.com.au with a copy of a Notice of Completion (BA7) for Single Residential builds, Occupancy Certificate where issued for Non-Residential, Mix Use and Multi Residential builds or alternatively an email stating the date of practical completion.
- The Application must be lodged with the Water Corporation prior to commencing any work. Section 90(1) of the *Water Services Act 2012 (WA)* makes it an offence to construct, erect or place any building, plant etc. in, on, under, over or within a prescribed proximity of the water services works of

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the Water Corporation except with the Water Corporation's prior approval. Section 90(2) further makes it an offence for a person to drill, excavate, bore or use impact equipment (or any other activity, which could for example include blasting and the like) within the prescribed proximity of the water service works of the Water Corporation, except with the Water Corporation's prior approval.

- The Water Corporation reserves its right to recover from the Application applicant (“**Applicant**”) the cost of any damages, costs, expenses or losses associated with incorrect or misleading information provided by the Applicant in relation to the Application.
- It is a condition of the Water Corporation's authorisation of the undertaking of the building and/ or construction works at the property that the building or structure is built, or the construction activities are carried out, in accordance with the design submitted with the Application to the Water Corporation, and that the design complies with the Water Corporation's Technical Guidelines for safely working near Water Corporation assets.
- Penalties under section 82 and 90 of the *Water Services Act 2012* (WA) may apply in relation to undertaking the construction, alteration or demolition of the building other than in accordance with the authorisation of the Water Corporation.
- The Applicant must refer to plans obtained from [Before You Dig Australia](#), and any other information provided by the Water Corporation for the purposes of ensuring that the proposed building or construction activities do not damage an asset of the Water Corporation, prior to commencing the Applicant's works.
- The Applicant must conduct an onsite inspection to establish the exact location of all underground assets in the vicinity of the construction. This should be performed through potholing using a hand shovel, before using heavy machinery.
- While the works are being undertaken, it is the Applicant's responsibility to keep the Water Corporation's services in good repair and to ensure that the Water Corporation's services on the property are adequately protected from damage.
- The Applicant is required to reimburse the Corporation for any and all costs incurred by it, either directly or indirectly, arising from the construction of the Applicant's works, including but not limited to, for:
 - interference with Water Corporation's assets;
 - reinstatement works;
 - repairing any damage to the Water Corporation's assets; and/ or
 - any damage, costs and expenses incurred by neighbouring or nearby properties.
- Notwithstanding any approval or comment given by the Water Corporation in relation to the construction of the building or structure at the property, the Applicant remains at all times entirely responsible for the design and structural integrity of the building or structure and its footings near Water Corporation services. The Applicant will inform all subsequent owners of the land and/or subsequent owners of the building or structure, of these conditions.