

## ongoing maintenance

Testable backflow prevention devices must be installed on high or medium risk properties. These require testing at commissioning, after any maintenance or not exceeding at least every 12 months by a licensed plumbing contractor who is permitted to test these devices. As a service to the property owner we will send out an annual letter regarding devices located at the property boundary. Failure to maintain these backflow devices will result in the serving of a non-compliance notice to the property owner.

## regulations for backflow prevention

The requirement to have and maintain backflow prevention devices at the boundary of a property is supported by legislation including the following by-laws:

- Metropolitan Water Supply, Sewerage and Drainage By-laws 1981 – Reg. 28.7 and 28.8
- Country Areas Water Supply By-laws 1957 – Reg. 61 and 62

## what standards are applicable?

In addition to all plumbing regulations your licensed plumbing contractor will also apply the following standards for backflow prevention:

- AS/NZS 3500.1 Plumbing and drainage  
Part 1: Water Services
- AS/NZS 2845.1 Water supply-Backflow prevention devices Part 1: Materials, design and performance requirements
- AS 2845.2 Water supply-Backflow prevention devices  
Part 2: Air gaps and break tanks
- AS 2845.3 Water supply-Backflow prevention devices  
Part 3: Field testing and maintenance



## additional information on backflow prevention

Please see our website for:

- General information and definitions
- Backflow Prevention Policy
- Backflow Legislation
- Backflow Prevention Devices
- Backflow Information Leaflet
- Frequently Asked Questions

## how to contact us

**Customer Technical Services**  
(8am to 5pm weekdays) 13 13 95

**visit our website**  
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ISBN 1 74043 553 2 January 2011

This information is available in alternative formats on request.

Printed on environmentally friendly paper

# information for property owners backflow prevention policy



# why do we have a backflow prevention policy?



An ongoing threat to the quality of the Water Corporation's drinking water supply is the reverse flow of water from a customer's property back through their internal water service connection. This water may be contaminated by the activities carried out at the property. This contaminated water may cause death, health problems or a nuisance, to persons ingesting or using it.

The Backflow Prevention Policy requires backflow prevention devices to be installed as close as possible to the water service connection at the **boundary** of a property.

**The public has a right to be protected from contaminated water as a result of a backflow incident from within any property.**

## what backflow prevention is required?

The Water Corporation initially determines the risk level of a property by its land use. The risk of the property may be rated as low, medium or high. Each risk level has a minimum requirement for the type of backflow prevention device to be installed. A licensed plumbing contractor can advise you on the approved device(s). They will be guided by AS/NZS 3500.1 Standard. **All fire services are rated as a medium risk.** If a mechanical valve type device is installed for a fire service then it must have the capability to be fitted with a detector assembly.

The Water Corporation installs integral dual check valve meters in metered water services of 20mm and 25mm diameter. This means a residential property or a low risk property with only metered services of this size already have sufficient backflow prevention.



## the risk rating of your property

Your builder/developer will be informed of the property's risk rating at the time of approval of an application for building or development, any redevelopment/alteration/addition **(that may not include a request for a new or existing water service)** or changes to any existing water services. The specific activity on a site will determine the final level of backflow risk, and certain commercial and industrial processes may default the property risk rating to high.

If the future land use is unknown the risk rating will default to high. Where there is mixed use on a property the risk rating will default to the highest risk. Changes at any time in the activities within the property can result in a change to your backflow risk rating and the backflow device(s) required.

### new developments

It is a mandatory requirement to install an approved backflow prevention device at each water service connection at the boundary of your property (fire services included).

### existing redevelopments

It is a mandatory requirement to install an approved backflow prevention device at each water service connection at the boundary of your property (fire services included, but excluding any existing fire services at the boundary that do not form part of the service application).

## location and ownership of the device

The backflow prevention device is installed on the customer's side of the water connection at the property boundary and belongs to the owner of the property.

If the property is leased the owner must make their own arrangement with the tenant as to costs and maintenance of the device.

The customer is also responsible for arranging the installation, testing and maintenance of any internal zone and individual located devices according to AS/NZS 3500.1 and AS/NZS 2845 plumbing standards.

## obligations to comply

Because of the potentially serious nature of a backflow incident, the Water Corporation can in accordance with the by-laws serve a notice on a property owner to install backflow devices at the property boundary. These by-laws also provide for penalties of up to \$2,000 and \$200 per day until compliance.

Under the by-laws the Water Corporation has the power to restrict or disconnect water services to protect the drinking water supply from potential contamination caused by a backflow event from a property.

## registration of the backflow prevention device

The Water Corporation registers all backflow prevention devices installed at the boundary of customers' properties. This information is provided to the Water Corporation by the licensed plumbing contractor certifying the device. Compliance audits on completion will be undertaken if necessary.

## appealing your property's risk rating

If you believe the risk rating assigned to your property is higher than the risk of activities being carried out, then you may appeal this rating.

You will need to consult a licensed plumbing contractor or hydraulic consultant first and submit an appeal form to the Water Corporation within 28 days of being advised of the risk rating. We will advise the property owner of the outcome of the review. Appeal forms are available on our website.