

conditions for connection



Our purpose is the sustainable management of water services to make Western Australia a great place to live and invest.

We are committed to the future development of Western Australia, and to comply with the terms set out in our Operating Licence, Customer Charter and the various Water Acts.

our conditions for connection

These terms apply to the following services:

- Standard water connections for the supply of water.
- Non-standard water connections supplied by agreement.
- In certain circumstances, recycled water supplied by agreement.
- Connections to wastewater schemes.
- Industrial discharge approvals.
- Backflow prevention (boundary containment) conditional requirements (including fire services) as applied to water property connections only.
- Fire services.
- Drainage.

applying for a service

To apply for a service connection visit our website www.watercorporation.com.au and select Builders and Plumbers or contact a Customer Service Representative on **13 13 95**.

Applications for building approval may be lodged online via *BuilderNet*[®]. This approval also includes wastewater connection and water service for your new home.

If your request is for a non-standard service and this is available, you will be required to sign an agreement with the Water Corporation and pay the appropriate fees. The Customer Service Representative can explain this further.

If you wish to subdivide a lot and connect to our services, the Water Corporation will require you to enter into a Land Development Agreement.

For further information visit our website or contact the Customer Service Centre.

obtaining or altering your water supply connection

When a water main is available to your property and the service you require can be supplied, we will process your request as a standard water connection and advise you of any fees and the process to follow.

We will endeavour to provide the connection within 10 business days.

It is important to note:

- Any alterations you wish to make to ground levels must be made before you apply for the service connection.
- The area between the water meter location and the water supply is to be kept clear of obstructions so the connection can be made.
- The location of the connection and the meter may be pre-determined. This will be the case if an existing service, or duct, was pre-laid by the developer at the subdivision stage.

- Where the service pipe or a duct for the service pipe is not already in position, the connection will be laid 500mm from the side boundary you nominate on your application form.

note: You or your builder will need to ensure the side boundary survey pegs are in position and visible before you apply for a connection. This will ensure your service is provided in the required location.

- Where the main is located on the far side of the road reserve the water supply connection will not be located opposite a road T-junction or a private driveway.
- If you wish to relocate the service, and it is possible to do so, this will involve some costs, which will be charged to you.
- A water service and stand pipe will be installed at the pre-laid location or at the location of your choice.
- You must not remove the standpipe before the final plumbing connection is made to the water meter.
- You are required to accept ownership and responsibility for all internal reticulation on your side of the meter, including the standpipe.
- We will install the meter 200mm-250mm above ground level. You must maintain a clear space of at least 300mm on each side and 1200mm above the meter so that the Water Corporation or its contractors have easy access.
- Once a meter is installed you will be responsible for water usage charges. The meter will measure water usage, including any usage on vacant land served by the meter.
- You will be expected to ensure that the Water Corporation pipes and fittings on your property are in good repair and the meter is adequately protected from damage, and to replace it at your cost if it is stolen.
- If your water service is greater than 25mm and deemed a LOW backflow risk by the Water Corporation you must purchase and have a licensed plumber install an approved backflow prevention device suitable for the level of risk identified.
- If your water service is deemed a MEDIUM or HIGH backflow risk by the Water Corporation you must purchase and have a licensed plumber install an approved backflow prevention device suitable for the level of risk identified.
- The backflow prevention device must be installed on your side of the meter and as close as practicable to the property boundary. **All fire services are rated as MEDIUM backflow risk.**
- You will be required to comply with the relevant Acts and By-Laws, and any special conditions that may apply to your connection.
- When a water main is not available to provide a service to your property the Customer Adviser will explain the options available.

obtaining or altering your fire service connection

Fire services are provided for emergency fire fighting use only. They exert higher than normal demands on the water supply system. A continuous supply or pressure of water cannot therefore be guaranteed for all fire fighting situations.

It should be noted that the hydraulic conditions in any water supply system continuously changes. Owners of premises with specific requirements should install their own back-up systems.

If a fire service is necessary we will provide you with a fire service connection to assist in the protection of your property. Find out what requirements you need to follow by contacting the Fire and Emergency Services Authority of Western Australia, or in some cases your local authority.

If you need a fire service connection complete an application form available from the Builders and Plumbers section of our website or call **13 13 95** to have an application form posted to you.

The cost of the service and any extension needed to provide the service must be borne by you. There may also be an annual fire service fee (prescribed in the bylaws) which you will have to pay. Our Customer Advisor will advise you of any fees or charges that apply.

In some country areas you may be required to install a peg to indicate where the connection is to be made (the arrangements for locating the service will be explained by our Customer Advisor at the time of application).

On approval of your application you will be required to accept that the Water Corporation will control the boundary service, with maintenance, renewal and any future disconnection costs payable by you.

note: A nominal amount of water is allowed for testing purposes.

obtaining or altering your residential wastewater service

Where one of our wastewater reticulation mains is available to your land and can supply the service you require, application should be made together with your water connection application.

The conditions for connection are shown under the heading Wastewater Service Connections.

converting from septic to a wastewater service connection

You will need to provide property details and apply online or to your local Water Corporation office.

You will be advised of any fees that apply. You should also check with the Environmental Health Officer in your local shire in case you need to decommission your old septic system, and the requirements for doing so.

obtaining or altering your industrial or commercial wastewater service connection

If you wish to discharge industrial or commercial wastewater to the Water Corporation's wastewater system, or to change the amount or quality you discharge, please contact your local Business Office and speak to a Customer Advisor.

You need to enter into an agreement with us to ensure the wastewater complies with the regulations and pay any required fees. We will then issue you with an industrial waste permit (annual permit fees are payable).

If there is no wastewater reticulation main of ours able to service your land, or we cannot provide the service you require, we will advise you of the options available.

wastewater service connections

Where a sewer main is available to your property we will process your request as a standard connection and advise you of the fees applicable and the process to follow.

You will need to provide appropriate property details to your local Business Office and pay the applicable fees.

You will also need a licensed plumber to carry out your plumbing work. It is advisable to obtain a number of written quotes clearly identifying the work to be carried out before proceeding.

When the work is completed it is a Water Corporation requirement for the licensed plumber to submit a property sewer as-constructed plan within five working days.

When a sewer main is not available to service your property the Customer Advisor will explain the options available.

obtaining a drainage service connection

The Water Corporation maintains and operates a number of major trunk drainage systems within designated areas.

Local authorities are responsible for road and residential drainage networks that discharge to these major drains. Few properties require direct connection to a Water Corporation main drain.

Your initial enquiry regarding a drainage service connection should be made to your local authority, and they will redirect you to the Water Corporation if required.

how to contact us

You can also visit our website
www.watercorporation.com.au

or email
customer@watercorporation.com.au

customer centre (8am to 5pm weekdays) 13 13 95

customer correspondence
Water Corporation, Locked Bag 2
Osborne Park Delivery Centre WA 6916

This information is available in alternative formats on request.
TTY (National Relay Service) 13 36 77