

<b>Policy title</b>	Water and Sewer Rural and Trunk Mains Connections
<b>Responsible manager(s)</b>	Director Infrastructure Services
<b>Contact officer(s)</b>	Division Manager Water and Sewer
<b>Directorate</b>	Infrastructure Services
<b>Approval date</b>	22 November 2022
<b>Outcome area</b>	1. Sustainable
<b>Strategy</b>	1.4 Work together in the management and use of our valuable sources
<b>Delivery Program</b>	1.4.1 Provide a safe, reliable and sustainable water and sewer services, guided by the Integrated Water Cycle Management Strategy
<b>Operational Plan</b>	1.4.1.2 Operate and maintain the town water supply stream 1.4.1.4 Operate and maintain sewerage system

**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 sewerage 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.

### **Policy aims**

This 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).

<b>2</b>	<p><b>Legislation</b></p> <p>Eurobodalla Shire Council will comply with the <u>Local Government Act 1993</u></p>
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## Implementation

Requirements		Responsibility
<b>1</b>	<p><b>Rural Water and Sewer Connections</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Requests for connection to Council's water supply and/or sewerage systems of lots within land use zone E4 will be considered on merit.</li> </ul>	Council officers
<b>2</b>	<p><b>Distribution Mains</b></p> <p>Service connections to trunk water mains will not be permitted.</p>	Council officers
<b>3</b>	<p><b>Exceptions</b></p> <p>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
<b>4</b>	<p><b>Staff</b></p> <p>Under supervision, relevant Council staff will be responsible for ensuring that this policy is implemented appropriately within their work area, after they have received appropriate training to do so.</p>	Council officers
<b>5</b>	<p><b>Concerns</b></p> <p>Public concerns communicated to Council in relation to this policy will be recorded on Council's records system and handled in accordance with Council's Customer Service or Complaints policy. These records will be used to determine any follow-up actions and analyse the history of reported public concerns.</p>	Council officers
<b>6</b>	<p><b>Consultation</b></p> <p>Any consultation deemed necessary will occur as required with key stakeholders, which may include (but not be limited to) the community, other agencies, statutory and industry bodies. Public submissions regarding this policy are invited for consideration during the exhibition period.</p>	As applicable

## Review

This policy will be reviewed every 4 years. It may also be reviewed and updated as necessary if legislation requires it; or when Council's related policies, functions, structure or activities change; or when technological advances or new systems change the way that Council manages water and sewer rural and trunk main connections.

The policy may be revoked at the expiration of twelve months after the declaration of the poll for the next general NSW local government election, unless Council updates or revokes it sooner.

**Note:** The next general local government election is expected to be held in September 2024.

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

Performance indicator	Data source(s)
Delivery Program/ Operational Plan outcomes achieved	Council reporting
Concerns or complaints registered, customer feedback, survey responses	Council records
Internal or external review	Audit

## 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
Council's Water and Sewer Connections Policy	<a href="https://www.esc.nsw.gov.au/council/governance/council-policies">https://www.esc.nsw.gov.au/council/governance/council-policies</a>
Local Government Act 1993	<a href="https://legislation.nsw.gov.au/view/html/inforce/current/act-1993-030">https://legislation.nsw.gov.au/view/html/inforce/current/act-1993-030</a>

### Related external references

Name	Link
Office of Local Government	<a href="http://www.olg.nsw.gov.au">www.olg.nsw.gov.au</a>

### Supporting documents

Name	Link
Integrated Water Cycle Management Strategy	<a href="https://www.esc.nsw.gov.au/council/plans-and-reporting/plans-and-strategies">https://www.esc.nsw.gov.au/council/plans-and-reporting/plans-and-strategies</a>

### Change history

Version	Approval date	Approved by	Min No	File No	Change
1	16 Dec 2008	Council	08/386	E06.0113	Policy commenced
2	10 Dec 2013	Council	13/272	E06.0113 E06.0374 E13.7095	Reviewed and updated at start of new Council term
3	09 May 2017	Council	17/120	E06.0113 E06.0374 E16.0297	Reviewed and updated at start of new Council term report GMR17/013
4	22 Nov 2022	Council	22/313	S004-T00060	Reviewed and updated (start of new Council term) Report

*Internal use*

Responsible officer		Director Infrastructure Services		Approved by	Council
Minute	22/313	Report	GMR22/111	Effective date	22 Nov 2022
File	S004-T00060	Review date	22 Nov 2022	Pages	5