



New Rural Pipeline Customers and Extension Connections

South West Loddon Pipeline System

11 McLachlan Street
(PO Box 481)
Horsham Victoria 3402

Tel: 1300 659 961

Fax: 03 5381 9881

Email: info@gwmwater.org.au

Website: www.gwmwater.org.au

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ISO 9001, 14001 and 45001*

Landowners along the South West Loddon Pipeline route can apply to connect to the pipeline system. This fact sheet provides information about the process for applying and connecting, as well as the costs involved.

Service connections

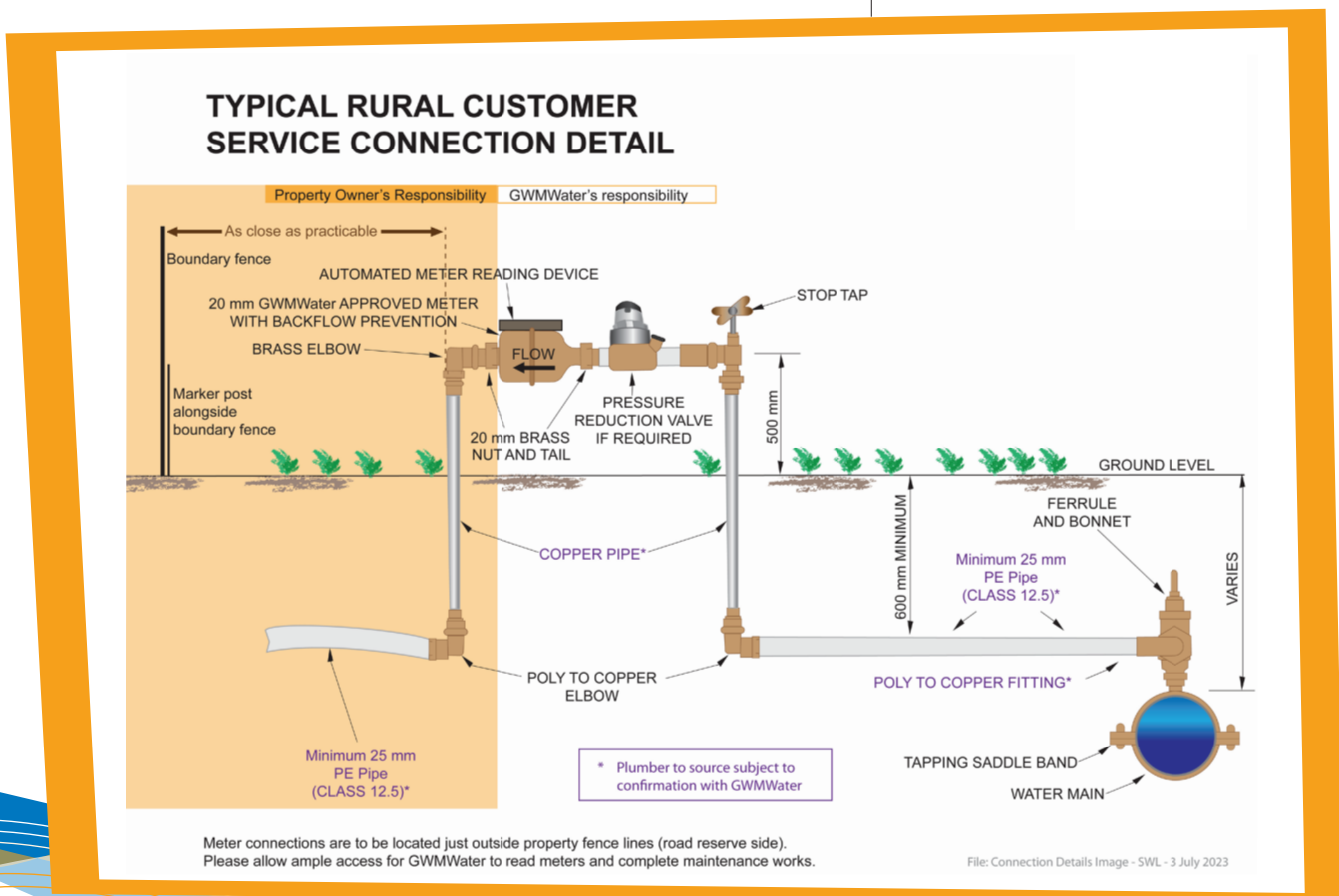
A service connection is the term for the water supply components from the main pipeline to the property boundary allowing connection to the property storage tank and reticulation system.

A service connection consists of:

- > A water meter (usually located in a road reserve adjacent to the property being serviced).
- > A tapping into the main pipeline (usually located in private property).
- > A water service pipe from the tapping to the water meter.

There are two scenarios when connecting to the South West Loddon Pipeline:

- > A service connection where no pipeline extension is required. For more information, refer to our South West Loddon Pipeline System New Rural Pipeline Customers and Standard Connections fact sheet.
- > A service connection where a pipeline extension is required.





Landholders will be responsible for the cost of:

- > Extending the pipeline to their property boundary from GWMWater's rural mains.
- > Engagement of a consultant for the preparation of a pipeline design plan.
- > Engagement of contractor/s prequalified with GWMWater to undertake the construction of a GWMWater approved pipeline extension.
- > Pipeline extension developer fees.
- > Water allowance purchase and new customer contribution costs.
- > Connection charges applicable at the time of connection.
- > A defects security of five percent of the value of the Developer Works or \$2,000, whichever is greater.

The costs of connection will vary depending on the location of the existing pipeline in relation to your property.

Location of service connections

Water meters can generally be installed at a site requested by the landowner, provided that vegetation and other obstacles are avoided. Water meters will be situated just outside the property fence line allowing reasonable access for maintenance. The standard size for a service connection is for a 20 mm diameter water meter and 25 mm service pipe. Larger service connections to meet higher demands will be assessed on a case-by-case basis.

Number of service connections

The number of service connections for a property is determined by the landowner, being mindful of practical supply arrangements and the cost associated with each service connection.

Water tanks

Each meter connection must be connected directly into a tank located on the property to balance peak demands and provide short-term water supply security in case of temporary outage.

Tanks must have the capacity to hold a minimum of three days' worth of supply to accommodate any prolonged system downtime or maintenance requirements.

Three days' worth of supply is defined as the peak daily water demand at any time multiplied by three. Generally a house needs a 20,000 L to 30,000 L tank. A flock of 500 sheep needs a standard 13,500 L tank.

Property reticulation systems must be configured with no points of use between the meter and the tank. The on-property reticulation must directly supply water from the meter to a tank before being directed to other points of use (house, troughs, watering systems etc). Tank filling must be controlled by a float valve located at the top of the tank. The float valve must be positioned at least 100mm above the level of the tank overflow pipe to prevent any chance of backflow from the tank. Piping from the meter to the tank must be a minimum 25 mm diameter metric PE pressure class 12.5 (blue line on pipe) to withstand high pressures.



Water allowance

New customers are required to purchase a standard water allowance from GWMWater.

All customers joining the South West Loddon Pipeline are required to purchase a standard water allowance based on 2.5 kL per hectare for every property that can be serviced by the pipeline.

If a house is to be supplied, an additional primary allowance of 730 kL will need to be purchased. A purchase of a 730 kL primary allowance will also include a 100 kL standard water allowance.

Customers with a landholding of less than 40 hectares will receive a minimum standard water allowance of 100 kL plus the primary allowance (if applicable).

The standard water allowances held by customers are fully tradeable (a minimum of 100 kL must remain associated to each separate service connection).

The 730 kL primary water allowance per household is not tradeable.

Water quality

Water supplied from GWMWater rural pipeline systems is intended for stock and domestic purposes and is not drinkable (potable) water. This water should not be used for food preparation, ice making or other human consumption purposes.

GWMWater costs to connect

A Consent to Connect application fee of \$69.10 will apply to all applications. As a new customer to the South West Loddon Pipeline, the following initial charges will be applicable:

New Customer Contribution

A Capital Contribution for new customers of \$12,500 per farming enterprise (per municipal assessment) or \$8,000 for lifestyle properties under 40 hectares that are considered non-commercial/non-intensive water users will apply. Larger commercial/intensive users should contact GWMWater to confirm the capital contribution amount applicable.

Farming enterprises or landowners may be covered by an existing Supply By Agreement and capital contribution. GWMWater will confirm costs during the application for Consent to Connect process.

Ongoing annual rates and charges

For 2025/26 the charges applicable are:

> Capacity Charge (per kL of standard allowance)	\$1.0092
> Primary Meter Charge (per meter)	\$361.72
> Standard Meter Charge (per meter)	\$180.68
> Usage Charge (per kL) within allowance	\$1.2184
> Usage Charge - Excess (per kL)	\$4.4166

There is no Capacity Charge on the primary allowance of 730 kL.

Landowners are responsible for any on-farm costs including pipework from the meter (located outside the boundary of the property) to tanks with sufficient capacity to hold a minimum of three days' of peak usage.



Water allowance costs

A one-off payment of \$730 per household meter and standard water allowance based on 2.5 kilolitre (kL) per hectare at \$2,500 per megalitre is required to provide an ongoing annual water allowance.

See our Rural Pipeline Products and Charges fact sheet for more information and a cost scenario.

Farming enterprises or landowners may be covered by an existing Supply By Agreement (SBA) and standard water purchase. GWMWater will confirm costs during the application for Consent to Connect process.

Service connection costs

Landowners are required to meet the costs of the service connection works through the engagement of a licenced plumber/contractor. Indicative costs for a standard 20 mm tapping are:

- > Standard connection charge - \$499.40 (2025/26). Additional charges are applicable if service connection is larger than 20 mm. An application fee of \$69.10 also applies.
- > Service connection installation on same side of road as pipeline - \$3000 to \$4500*.
- > Service connection installation where a road crossing is involved - around \$7,000 to \$10,000 per crossing*.
- > Cost of pipeline system extension works in order to front the property - \$100 to \$150 per meter*.
- > A Plan Checking Fee equal to 0.75% of the estimated cost of pipeline extension works.
- > A Review and Inspection Fee equal to 2.5% of the actual cost of pipeline extension works.

If required:

- > Cost of statutory approvals for any extension works.

**For more unusual or difficult site situations and conditions, costs may be greater than the indicated range. Landholders would need to obtain a more accurate quote from their chosen licenced plumber/contractor.*

Payment arrangements

The New Customer Contribution, on application, can be paid off over a period of five-years by quarterly principal and interest instalments. Landholders experiencing financial hardship may be eligible for longer term payment instalments of up to 10 years.

Landowners are required to pay for their water allowance, service connection costs and application fee before water will be made available. Please refer to our payment schedule table.

Agreement approval steps for rural extensions:

1. Consent to Connect application
2. Developer Works Agreement
3. Supply by Agreement
4. Consent to Connect

Consent to Connect application

Before any connection works occur the customer must receive approval from GWMWater. The first step in this process is filling in the Consent to Connect application. A Consent to Connect application form will be sent out which will detail the applicable GWMWater costs involved.

When applying for connection to the South West Loddon Pipeline, GWMWater will complete a hydraulic assessment to confirm whether the pipeline system has the capacity to supply your property and if an extension is feasible.



Developer Works Agreement Requirements for Rural Pipeline Extensions

Main extensions initiated by landholders to service properties that do not have frontage to existing rural mains are classified by GWMWater as Developer Works.

Developer Works require the owner/applicant to engage a design consultant and contractor to undertake the design and construction of new infrastructure in accordance with GWMWater's standards.

Once completed and approved, GWMWater will accept the new infrastructure as gifted assets and be in a position to offer a water connection to the landholder.

Each Developer Works agreement will be tailored based on the works required, generally the new agreements specify:

- > All contractors completing Developer Works must be pre-qualified with GWMWater through our online contractor management system, Pegasus. Prequalification ensures all contractors:
 - have the right licences, qualifications and insurances
 - are inducted to work safely.
- > Defects security must be paid prior to handover of the assets to GWMWater and will be returned at the end of the defects liability period, typically 12 months. Any costs incurred in rectifying defects will be deducted from this security.

A provision of the Development Works Agreement is the responsibility to obtain any environmental planning or heritage approvals required to construct the extension. Guidance on cultural heritage obligations is provided in the fact sheet 'Landholder Statutory Planning Responsibilities' for on-farm reticulation, available from our website at gwmwater.org.au/swl-connect.

A Plan Checking Fee equal to 0.75% of the estimated cost of the pipeline extension works will apply. Once finalised, 'As Constructed' plans and costs need to be provided to GWMWater. A Review and Inspection Fee equal to 2.5% of the actual cost of pipeline extension works applies. Provided this process is followed to GWMWater's satisfaction, we would accept the pipeline as a gifted asset and assume responsibility for all future maintenance of the pipeline. To find out more about developer works, please visit gwmwater.org.au/developers

Supply by Agreement

Anyone connecting to the South West Loddon Pipeline will be required to sign up under a Supply by Agreement (SBA). The SBA is the formal agreement between GWMWater and the customer. This agreement will document the standard water allowance and will outline GWMWater's and customer requirements and ongoing responsibilities. A service connection will only be installed if a SBA is signed, the required payments have been made and the approval process completed for any pipeline extension work (Developer Works process). Farming enterprises or landowners may be covered by an existing SBA. GWMWater will confirm costs and agreement requirements during the Consent to Connect application process.



Payment schedule for rural extensions prior to consent to connect issued

Payment Description	Timing	Associated GWMWater Agreement
Plan Checking Fee equal to 0.75% of the estimated cost of pipeline extension.	Once Developer Works Agreement application form and design plans have been submitted to GWMWater.	Developer Works Agreement Application form.
Review and Inspection Fee equal to 2.5% of the total project costs.	After rural extension construction completed. Prior to Preliminary asset acceptance.	Developer Works Agreement.
Payment of defects security.	After rural extension construction completed. Prior to Preliminary asset acceptance.	Developer Works Agreement.
Application Fee, Water Allowance, Meter Connection Fee, New Customer Contribution Fee.	After rural extension construction completion and assets accepted by GWMWater. Prior to consent to connect being issued.	Supply By Agreement.

On-Farm Water Reticulation Guide

A comprehensive guide is available to assist farmers connecting to the pipeline with the planning, design and installation of piped on-farm systems. Download a free copy from GWMWater's website at gwmwater.org.au/on-farm-guide or request a copy by contacting GWMWater's Customer Call Centre on 1300 659 961.

Monitor your water usage on-line

GWMWater's free on-line Customer Portal enables rural customers to receive early notification of a potential on-farm water leak via SMS or email. Other features of the Customer Portal include viewing your usage patterns and monitoring water usage to avoid excess water charges - all from your smart phone, tablet, laptop or computer. Visit gwmwater.org.au and click on 'Customer Portal Login' to get started!

Further information

More information on the South West Loddon Pipeline is available on gwmwater.org.au/swl, which includes:

- > GWMWater Rural Customer Charter
- > Rural Pipeline Products and Charges
- > Landholder Statutory Planning Responsibilities
- > Trading Rural Pipeline Water Allowances.

Or contact GWMWater during office hours on 1300 659 961 or by email at info@gwmwater.org.au

