

## 1 PURPOSE

GWMWater provides casual access to water for purposes including industrial, commercial, construction, domestic and stock use. Where water is not available from a service connection point or the distance and cost of a service point is prohibitive. Access may be granted to a service point for the purposes of water carting.

The purpose of this policy is to ensure that all casual access to water will occur in an economical, safe and accountable manner. The policy ensures that applicants are responsible for costs associated with water taken from our systems in accordance with GWMWater's Schedule of Tariffs, Miscellaneous and Other Charges and are provided with fair and reasonable access to water.

## 2 SCOPE

This policy applies to all water taken from the GWMWater rural and urban reticulation system which is carted in a vessel to a point of use.

It does not apply to water which is brought into the GWMWater district from an external source.

## 3 METHOD

### 3.1 Accessing Water

A person shall obtain the consent from GWMWater in writing to take water from the rural or urban reticulation network. This water can be taken via:

- a) Electronic standpipe via an electronic swipe tag issued under permit or with GWMWater approval in emergency situations;
- b) Electronic standpipe via user ID and User PIN issued under permit or with GWMWater approval in emergency situations;
- c) Direct from the reticulation system via a portable metered hydrant issued under permit or with GWMWater approval in emergency situations;

GWMWater will assess each application to access water for carting while considering the intended use of the water and GWMWater's operational requirements.

Existing non-electronic standpipes on supply mains are strictly for fire fighting purposes only and are not to be accessed for water carting.

### 3.2 Quality

GWMWater provides water to drinking water standards up to the access point for potable supply networks. GWMWater does not guarantee the quality of water at supply points from rural pipelines, headworks, reservoirs and channels.

### 3.3 Charging

Water taken shall be charged at the rates defined in the Schedule of Tariffs, Miscellaneous and Other Charges updated annually.

### 3.4 Exceptions

- a) Under emergency situations, GWMWater may need to approve other methods of access for water carting on a case by case basis;
- b) GWMWater will be responsible for the initial cost associated with the purchase of Portable Metered Hydrants that are issued under a permanent hire arrangement to Councils;
- c) During periods of drought or hardship, customers may apply to take water under 5 kl for free provided they agree to be assessed in accordance with the GWMWater Customer Support Scheme and considered eligible for the scheme.

**Executive Manager Service Delivery** will be responsible for the implementation of this policy.

## 4 RELATED LEGISLATION

- a) Privacy and Data Protection Act 2014 (Victoria) (PDPA),
- b) Water Act 1989, Fire Plugs, Section 165
- c) Water Act 1989, Illegal Use of Water, Section 289

## 5 RELATED POLICIES AND PROCEDURES

### 5.1 Policies

- a) [Fire Plugs](#)
- b) [Standpipes](#)
- c) [Statement of Obligations](#)

### 5.2 Procedures

- a) [Swipe Tag & Metered Hydrant Permit Procedure](#)

### 5.3 Documents / Maps / Forms

- a) [Electronic Standpipe Locations List](#)
- b) Schedule of Tariffs, Miscellaneous and Other Charges (Current Year)
- c) [Metered Hydrant Application Form \(Permanent & Casual\) - Template](#)
- d) [Conditions of Hire - Metered Hydrant \(Permanent & Casual\)](#)
- d) [Swipe Tag Application Form](#)
- e) [Conditions of Hire - Electronic Swipe Tag](#)
- f) [Metered Hydrant Permit - Template](#)
- g) [Swipe Tag Permit - Template](#)
- h) [How to Access Water through Electronic Standpipe - Swipe Tag](#)
- i) How to Access Water through Electronic Standpipe – User Id User Pin

## 6 EXPECTED OUTCOMES

- a) Customers to be provided with access to water in accordance with our Customer Charter.
- b) All water delivered is accounted for.

## 7 DEFINITIONS

**Standpipe** is a vertical pipe from which water can be discharged at pressure into a tank or container at a fixed location.

**Portable Metered Hydrant** is a GWMWater approved vertical pipe capable of registering / reading flow, which can be connected to a Victorian Standard CFA fire plug. Hydrants will generally be painted blue to distinguish them from other non-approved hydrants.

**Electronic Swipe Tag** is a tag with a designated number allocated to a user for collection and recording of water from designated Electronic Standpipes across the GWMWater Region.

**User ID and User PIN** are allocated to a user for access and recording of water from designated Electronic Standpipes across the GWMWater Region.

The reader is directed to the corporation's [standard definitions](#).