

# Terms and conditions

## for metered standpipe use on our hydrants

1. You may access the hydrants that Sydney Water nominates as suitable for you to draw water from, with approved metered standpipes, according to the terms and conditions of your permit. Your permit is valid for **five** years from the date Sydney Water issued the permit.
2. You must ensure that any employee or person acting for you who accesses Sydney Water's hydrants understands these terms and conditions.
3. You must not use standpipes in a way that wastes water. You must advise Sydney Water immediately if you are unable to remove a standpipe or stop the flow of water. You must not use standpipes on recycled water hydrants.
4. Your permit is not transferable and you will only be issued with one permit.
5. You must pay Sydney Water an annual service charge, as determined by IPART and amended by them from time to time, within the number of days specified on your Sydney Water bill.
6. You must pay Sydney Water a water usage charge, as determined by IPART and amended by them from time to time, within the number of days specified on your Sydney Water bill.
7. You are responsible for paying all charges to Sydney Water regardless of the end use of the water or your arrangements with other parties.
8. You must provide an actual meter reading to Sydney Water for all standpipes by the end of August, November, February and May of each year or other dates Sydney Water nominates.
9. Sydney Water reserves the right to average or estimate water use and suspend or terminate your permit, if you fail to provide a meter reading as required under condition 8 or where the standpipe is allegedly lost, stolen, damaged or defective, or fails for any other reason to register a correct reading.
10. You must not damage, remove or tamper with the water meter, backflow prevention device or strainer of a metered standpipe.
11. You or any operators of an approved standpipe must ensure that it is operating correctly and accurately measuring the water drawn at all times.
12. Sydney Water may require you to test, exchange or recalibrate the standpipe meter to ensure accuracy. You must do this within a reasonable period of that request.
13. You must report to Sydney Water immediately if your metered standpipe is stolen, lost or damaged.
14. Your standpipe must be registered with Sydney Water before you attach it to any of our hydrants.
15. You may not connect a non-approved standpipe to Sydney Water hydrants.
16. The standpipe user must have a copy of the permit with them and must present it on request to Sydney Water
17. You must prominently display any sign, notice or sticker supplied by Sydney Water on your vehicles.
18. You indemnify Sydney Water against any damage to its hydrants, water mains or associated installations from you or your agents using any standpipe on our hydrants. Sydney Water will repair the damage, at your cost.
19. You must have a double check valve fitted to the standpipe when you use it. You must test both the valve and the standpipe yearly under the *Responsibilities of connected customers policy*.
20. You, and any employee or person acting for you, must comply with all laws when using a standpipe. You must accept full responsibility for any damage to any person or property from use of the standpipe.
21. You acknowledge that:
  - a. you are responsible for controlling the work place, namely the area where you access the hydrant (including the standpipe)
  - b. improper use of the standpipe may risk the safety of persons in or near the work place.
  - c. anyone you allow to use the standpipe must be aware of the proper procedures to use the standpipe. If they are not aware, they must learn the proper procedures, before they connect the standpipe to a hydrant
  - d. before connecting the standpipe to a hydrant, you or your authorised employee will:
    - inspect the standpipe for any visible sign of defect before use
    - assess the potential risks associated with using the standpipe
    - establish procedures to effectively manage the potential risks including observing the standpipe while it is in operation and protecting any person or thing that may be injured, damaged or lost because of the standpipe being used.
  - e. providing information, the business understands that Sydney Water may share their information with other government agencies (such as NSW Health) for the purposes of ensuring compliance with water quality measures.
22. You must notify Sydney Water of any changes to the details on your application.
23. Sydney Water reserves the right to amend or vary these terms and conditions and will notify you in writing at least one month before any changes take effect.
24. Sydney Water reserves the right to withdraw, rescind or suspend a permit at any time without notice and you release Sydney Water from any loss or inconvenience resulting from such withdrawal.
25. Sydney Water may revoke or suspend your permit, if you or your agents provide false or misleading information to us or if you breach any of these terms and conditions.

**You should make yourself aware of the relevant sections of the *Sydney Water Act* that affect your operations. Sydney Water reserves the right to apply penalties for any breach of these conditions.**

**If you are carting water for drinking water purposes, you must advise NSW Health, be registered with NSW Food Authority and return a Drinking Water Carter Quality Assurance Program to NSW Health.**