

What commercial business customers need to know

Our agreements with you

There are two main documents which set out the terms of our agreement with you:

- The Sydney Water *Customer Contract*, outlines the rights and obligations of all our customers and the minimum standards of service.
- Your Connection agreement, covers any additional services not covered by the standard *Customer Contract*. Your agreement explains what you must do to use and maintain your connection and covers any trade waste requirements.

If you need help to understand these documents, please call:

- the person listed in your Connection agreement
- your business customer representative
- our Contact Centre on 13 20 92.

Changes to services

If you need to change the services covered in your connection agreement, you can apply through sydneywater.com.au/tapin:

- for a new water, recycled water or wastewater connection
- to change the size or location of your water meter
- to put a pump onto an existing connection
- to change the amount or quality of wastewater you discharge
- to change the location of your water or wastewater connection.

Fees and charges

We'll charge you fees:

- for being connected to our water and wastewater systems
- for the amount of water you use
- for the amount of wastewater you discharge
- for discharging trade wastewater
- if your property is in one of our stormwater catchment areas.

Visit our website to find all the latest fees and charges that apply to your business.

Maintaining your services

Your water and wastewater services start at the point where they connect to our mains. The property owner must:

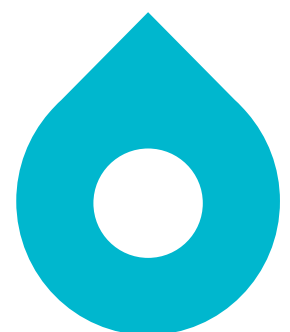
- ensure water services are used according to any applicable laws
- maintain the water and wastewater services from the point where they connect to our system, including any joint or encroaching services
- pay for damage caused if any private services fail
- keep the water meter free from damage and maintain access to it
- maintain any backflow prevention devices that aren't part of the water meter
- maintain any equipment that is a condition of connection, such as pre-treatment equipment (including grease traps)
- pay our charges.

You can engage a private plumber at your cost to repair any part of your water service, even if it's between our water main and the water meter inside your property boundary. Other maintenance responsibilities are set out in the *Customer Contract*.

If you lease the property, some of these responsibilities may fall to you, as set out in your lease. Talk to your landlord or managing agent for details.

Complaints

If we've allocated a Business Customer Representative to you, please talk to them about any problem you have with our products, services or staff. Otherwise, you can call us on 13 20 92 during business hours or use our Contact us form on our website. See our *Customer complaints policy* on our website for more information on how we handle complaints.



Water services

Water meters

You need a water meter for all connections to our water system. We provide free meters for all properties. We'll also **install** meters up to 50 mm light duty for free. You must engage a plumber to install larger meters.

You can apply for a meter at sydneywater.com.au/tapin. If you ask us to install the meter for you, we'll install it free of charge within 10 business days. If you'd like your plumber to install the meter, you'll get a letter authorising your plumber to collect one, but you'll have to pay the plumbing costs.

Backflow

You must have a backflow prevention device on your water connection. This device reduces the hazard your business may pose to our water supplies. You must engage an accredited backflow plumber to assess your site and install the right kind of backflow device. Your plumber will explain your hazard rating.

- Low hazard properties must have a non-testable backflow prevention containment device. Our 20 and 25 mm meters have a simple backflow prevention device in them, suitable for low hazard connections.
- Higher hazard properties have larger meters and need a separate backflow device. An authorised plumber must test these backflow devices each year and send us the results.

Wastewater services

You must have our approval to discharge trade wastewater, stormwater or groundwater to a wastewater system. Apply at sydneywater.com.au/tapin.

Commercial trade wastewater includes:

- greasy wastewater from commercial cooking
- contaminated wastewater from mechanical workshops, car washes and laundries
- businesses such as photographic processing, shopping centres, public pools and buildings with cooling towers.

If you don't have our approval to discharge trade wastewater, we may disconnect your wastewater service. We may also disconnect or restrict your water service.

Your connection agreement explains our conditions for accepting your trade wastewater. Depending on your business activities, you may need to install and maintain specific treatment equipment.

Expect to be inspected

Our business customer representatives may enter your site to ensure your activities are in line with your agreement. We may:

- collect samples of your trade wastewater at any time, on any day
- install and use online monitoring.

No one may impede or delay our representatives, except to ensure relevant safety precautions are in place.

Managing your water and wastewater better

The value of managing water and wastewater better goes beyond financial savings and beyond complying with regulations. It will also:

- save you energy, cleaning materials, running costs for equipment (eg dishwashers)
- contribute to a sustainable environment by reducing demand for water from dams and rivers. You'll also discharge less wastewater into rivers and oceans.
- inspire your staff, improve morale and build a culture of commitment. Improved corporate social responsibility leads to greater productivity.
- build your brand and improve your public image. When times are tough, the community looks to businesses to contribute. This can determine where customers spend their money and improve your bottom line. Sustainability sells.

See sydneywater.com.au/dontevensinkaboutit for more information on how to better manage water and wastewater. You'll find tips to reduce water use, minimise waste and improve the overall sustainability of your business.



**Where you put it makes
a real difference**