

Requirements for Business Customers for commercial and industrial property developments

1. Overview

1.1 At a glance

This guide will explain the requirements you'll need for your businesses for commercial and industrial properties.

1.2 Scope

This guide applies to all business customers who connect to our services.

1.3 Objective

To ensure all businesses meet our requirements when connected to our services.

2. Trade wastewater requirements

If this development is going to generate trade wastewater, the **property owner** must apply requesting permission to discharge trade wastewater to Sydney Water's wastewater (formerly 'sewerage') system. You must wait for approval of this permit before any business activities can commence.

The permit application should be emailed to our Business Customer Services at:
businesscustomers@sydneywater.com.au

It's illegal to discharge trade wastewater into the our wastewater system without permission.

2.1 Boundary traps

A boundary trap is required for all developments that discharge trade wastewater where arrestors and special units are installed for trade wastewater pre-treatment. If the property development is for industrial operations, the wastewater may discharge into a wastewater area that is subject to wastewater reuse. Find out from Business Customer Services if this is applicable to your development.

2.2 Backflow prevention requirements

Backflow is when there is unintentional flow of water in the wrong direction from a potentially polluted source into the drinking water supply. All properties connected to our supply must install a testable **Backflow Prevention Containment Device** appropriate to the property's hazard rating.

Property with a high or medium hazard rating must have the backflow prevention containment device tested annually. Properties identified as having a low hazard rating must install a non-testable device, as a minimum.

Separate hydrant and sprinkler fire services on non-residential properties, require the installation of a testable double check detector assembly. The device is to be located at the boundary of the property.

Before you install a backflow prevention device:

1. Get your hydraulic consultant or plumber to check the available water pressure versus the property's required pressure and flow requirements.
2. Conduct a site assessment to confirm the hazard rating of the property and its services.

Contact PIAS at NSW Fair Trading on **1300 889 099**.

For installation you will need to engage a licensed plumber with backflow accreditation who can be found on the '[Backflow prevention](#)' page of our website.

3. Water efficiency recommendations

Water is our most precious resource and every customer can play a role in its conservation. By working together with us, business customers are able to reduce their water consumption. This will help your business save money, improve productivity and protect the environment.

Some water efficiency measures that can be easily implemented in your business are:

- Install water efficiency fixtures to help increase your water efficiency, refer to WELS (Water Efficiency Labelling and Standards (WELS) Scheme, <http://www.waterrating.gov.au/>.
- Consider installing rainwater tanks to capture rainwater runoff, and reusing it, where cost effective. Go to '[Rainwater tanks](#)' on the 'Your home' page of our website.
- Install water-monitoring devices on your meter to identify water usage patterns and leaks.
- Develop a water efficiency plan for your business.

It is cheaper to install water efficiency appliances while you are developing than retrofitting them later.

4. Definitions

Term	Definition
Act	The <i>Sydney Water Act, 1994</i> and any regulations in force under it.
Development	Any activity relating to land that needs approval as specified in Section 69 of the Act.
Easement	Document that sets out the rights of one party to use land owned by another party.
Guideline	A Sydney Water document that sets out how a Sydney Water policy is applied.
Meter	A device that we issue to measure your water use.
Point of connection	The point at which our water or wastewater (sewer) system and your private service line or property service meet.
Policy	A Sydney Water document that sets out a plan of action for Sydney Water in a distinct area of its business. A policy is read in conjunction with the related guideline.
Private service line (water)	A pipe that carries water from the meter to the customer, also known as a house service line.
Private service line (sewer)	A pipe that carries wastewater (sewage) from the private property to our wastewater (sewer) main. This is also known as a house service line or customer drain line.
Private service line (main-to-meter)	A pipe that supplies water from our water main to the meter. This service is owned by the owner of the property but is maintained by us.

5. References

Document type	Title
Legislation	<p><i>Sydney Water Act 1994</i> – section 47 gives Sydney Water the power to acquire land.</p> <p><i>Land Acquisition (Just Terms Compensation) Act 1991</i> – sets out Sydney Water's obligation to acquire land designated for acquisition, and the process for owner-initiated acquisition in cases of hardship.</p> <p><i>Environmental Planning and Assessment Act 1979</i> – provides for the designation of land for acquisition through environmental planning instruments and makes such acquisitions subject to the hardship provisions in the Land Acquisition (Just Terms Compensation) Act.</p>