

Additional Services Agreement

Part 3: Schedule of our requirements

Schedule of our requirements

Part A – Water Services		
No.	Service	Our requirements
1	All water services	<p>All connections to our water mains, including those used for construction activities must have appropriate backflow prevention containment devices installed. These must be appropriate for the hazard rating of the property.</p> <p>Most residential houses use one of Sydney Water's 20 mm or 25 mm meters. These incorporate a dual check valve that satisfies backflow prevention requirements for low hazard properties.</p> <p>You need to get a separate backflow containment device installed if your property:</p> <ul style="list-style-type: none"> • has a medium or high hazard rating • has a low hazard rating and uses a meter larger than 25mm • is unmetered. <p>Backflow Prevention Containment Devices must be installed according to the Plumbing Code of Australia and AS/NZ 3500:1.</p> <p>For a new commercial, industrial or mixed development, where the hazards are not yet known, the hazard rating will default to high, requiring the installation of a Backflow Prevention Containment Device appropriate for that hazard rating.</p> <p>If the Property has more than one master water Meter, You must ensure that a Backflow Prevention Containment Device is installed on Your side of the Meter for each of the master water Meters.</p> <p>Where there is no master water Meter to the Property, You must ensure that a Backflow Prevention Containment Device is installed on the water supply entering the Property, and arrange for a Meter to be installed.</p> <p>More information on backflow prevention can be found in Our Customer connections guide at sydneywater.com.au.</p>

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2	Pressure boosting	<p>If You have written Approval from Sydney Water, You may pump water from Our main at the rate specified in the information schedule.</p> <p>You must ensure that Your water supply connection is always metered, by a Meter issued by Sydney Water and installed by or for You, as close as possible to the point of connection.</p> <p>Refer to Our meter installation guidelines and Our meter maintenance guidelines at sydneywater.com.au for information on how to look after Your Meter.</p> <p>If You wish to vary the rate at which You pump water from Our main, You must apply at Sydney Water Tap in™ available at sydneywater.com.au</p>
3	Extended Private Service	<p>If You have Our written Approval to connect to an Extended Private Service, it will be identified in the information schedule.</p> <p>You must ensure that Your water supply connection is always metered, by a Meter issued by Sydney Water and installed by or for You, as close as possible to the point of connection.</p> <p>Refer to Our meter installation guidelines and Our meter maintenance guidelines at sydneywater.com.au for information on how to look after Your Meter.</p> <p>You are responsible for designing, installing and maintaining water pipes from the point of connection of Our main to the Property. Sydney Water is not responsible for maintaining Your private pipes or fixing leaks.</p> <p>You must repair and compensate for any damage caused by water leaking from, or a break of, the Extended Private Service.</p> <p>You must repair any leak from the Extended Private Service, within 24 hours from identification or notification of the leak. Sydney Water will Disconnect the Extended Private Service the request of the council or a landowner affected by leaks from the service.</p> <p>If Sydney Water suspects that a leak is occurring and asks You to repair it, You must engage, at Your cost, a licensed</p>

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		<p>plumber to report on the condition of the Extended Private Service and its susceptibility to leakage, within two weeks of Our request. If this requirement is not carried out, the Extended Private Service may be disconnected or rectified at Your cost.</p> <p>Sydney Water may interrupt, postpone or limit the supply of water to You during a Drought.</p> <p>If You change the location of Your private service line between the point of connection and Your Property boundary, You must send connections@sydneywater.com.au an updated plan that notes the Property address, within one week of completing the work.</p> <p>You must maintain an adequate Backflow Prevention Containment Device on Your connection at all times.</p> <p>If You subdivide or develop the Property and the development will increase demand for Water Services, We may:</p> <ul style="list-style-type: none"> ask You to extend or amplify Our water mains to meet the needs of the new development ask You to replace the Extended Private Service with a connection to the new water main at Your cost terminate Approval for Your Extended Private Service. <p>If Sydney Water or another developer replaces, amplifies or extends Our water mains, We may ask You to Disconnect the Extended Private Service and replace it with a standard connection to the new section of water main at Your cost.</p> <p>You must comply with any request from Sydney Water under these provisions, within the time required by Sydney Water.</p> <p>You may not extend the Extended Private Service to another Property or allow other parties to connect to it.</p>
4	Extended Private Service – low pressure connection	<p>If You have Our written Approval to connect to an Extended Private Service with low pressure, it will be identified in the information schedule.</p> <p>Sydney Water may place restrictions on Your connections relating to:</p> <ul style="list-style-type: none"> the maximum flow rate that can be drawn through Your connection

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		<ul style="list-style-type: none"> the time of day at which water can be drawn the requirements for a water storage tank. <p>These restrictions will be specified in the information schedule and in Your Connection Approval Letter. You must comply with these restrictions.</p> <p>If Sydney Water requires You to restrict flow, You must install and maintain a flow restriction device. If this device is removed, Your connection will be taken to be an unauthorised connection and may be Disconnected.</p> <p>If Sydney Water requires You to install a tank to be filled by Your low pressure connection, You must ensure that the tank and any pump connected to it is installed by a licensed plumber according to the <i>Plumbing Code of Australia</i>. You must ensure that an air gap is maintained at the filling point to the tank to prevent backflow.</p> <p>You must maintain Your tank and any automatic filling valves to prevent leaks and overflows.</p>

Part B – Wastewater Services		
No.	Service	Our requirements
1	Discharge of industrial Trade Wastewater	<p>If Sydney Water has given You permission to discharge industrial Trade Wastewater into a sewer, You will have received a separate consent to discharge industrial Trade Wastewater.</p> <p>You must comply with the terms of that consent, in addition to the terms of this Additional Services Agreement.</p>
2	Discharge of Trade Wastewater from small commercial properties	<p>If Sydney Water has given You permission to discharge Trade Wastewater from a small commercial Property it will be identified in the information schedule.</p> <p>Sydney Water grants permission for Trade Wastewater to be discharged from the Property into Our sewer, for as long as the requirements of this Additional Services Agreement are met.</p> <p>You must install and maintain authorised pre-treatment equipment as identified in the information schedule.</p> <p>You must provide a diagram clearly showing the drainage to each item of pre-treatment and the locations of each item, within the time requested by Sydney Water.</p> <p>You must take all reasonable precautions to ensure that no person other than a person acting for You or on Your behalf, or with Your consent, discharges any matter from the Property into Our sewer. If You have leased out the Property, You must take action to ensure that You are able to comply with, and Your tenant is aware of and complies with, the requirements of this Additional Services Agreement.</p> <p>Trade Wastewater must not be discharged from the Property into Our sewer:</p> <ul style="list-style-type: none"> • unless it has been properly pre-treated by the equipment specified in this Additional Services Agreement • from any point other than the discharge point specified in this Additional Services Agreement • contrary to any other requirement or condition of this Additional Services Agreement. <p>You must provide Sydney Water a copy of the licensed plumber's certificate of compliance for the installation of any pre-treatment, within the times requested by Sydney Water.</p>

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3	Pump to gravity sewer	<p>If the Property cannot drain by gravity to the available sewer, and Sydney Water has given You written permission, You may operate a privately owned and maintained pump to sewer arrangement subject to the following conditions.</p> <ul style="list-style-type: none"> You may pump Wastewater to Our main at the rate identified in the information schedule. You may discharge only Domestic wastewater. You must maintain Your pump, Your collection tank, related plumbing and Your point of connection with Our main.
4	Connection to a Pressure Sewerage System	<p>If You have Our permission to connect to a Pressure Sewerage System, it will be identified in the information schedule.</p> <p>You must maintain a holding tank that can safely store Wastewater before You pump it to Our system. You are responsible for any overflows or odours that may occur on the Property.</p> <p>You must manage Your holding tanks and pumps to ensure that they do not emit odours, or increase the chance of odours or corrosion in Our pipes.</p> <p>You must install an isolation valve at the point of connection to Our main, so that Sydney Water can Disconnect Your service if Your pumped Wastewater causes overflows or leaks in Our system, unacceptable odours, is of unacceptable quality, or will corrode Our pipes.</p> <p>You may discharge only Domestic quality wastewater.</p> <p>You do not have Approval to discharge Trade Wastewater, unless You have prior written permission from Sydney Water.</p> <p>You must not discharge stormwater or groundwater to Your Wastewater connection, or connect any pipe carrying stormwater or groundwater to Your Wastewater connection.</p>
5	Pressure Sewerage System – priority sewerage area	<p>If You have written Approval from Sydney Water to connect to Our Pressure Sewerage System, it will be identified in the information schedule.</p> <p>You may only use Our pump to pump Domestic wastewater from a single dwelling on Your Property.</p>

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		<p>You must ensure that electricity is continuously supplied (at no cost to Sydney Water) by Your electricity supplier, to enable the pump to function properly.</p> <p>If the pump is damaged as a result of irregular or incorrect electricity supply, You:</p> <ul style="list-style-type: none"> • are liable for the costs of fixing that damage • authorise Sydney Water to act as Your agent to recover the repair costs from Your electricity supplier. <p>You must ensure that the pump is connected, and remains continuously connected, to Your electrical circuitry on Your side of the electricity meter. You must ensure, at Your expense, that Your electrical circuit is suitable for the connection. You will own and be responsible for maintaining any extension to Your electrical circuit necessary to connect the control panel and its pump to Your electrical circuit.</p> <p>You must not do anything that will interfere with the proper functioning of the pump or Sydney Water's ability to access and service the pump.</p> <p>Sydney Water is responsible for the cost of maintaining the pump arising from normal use following the <i>Home Owner's Manual For Pressure Sewerage Systems</i>. You will be responsible for costs resulting from damage caused by You or the occupiers of the Property. Only Sydney Water may maintain and repair the pump.</p> <p>You may apply to Disconnect from the service if You obtain Approval from Your local government authority to install an on-site sanitary treatment system on the Property.</p> <p>If Sydney Water agrees to Disconnect Your service, You must cooperate to allow Us to remove Our plant and equipment from the Property.</p> <p>If You want the pump to be relocated, You must obtain Our prior written Approval and engage a contractor certified by Us (a list is provided at sydneywater.com.au). We may impose conditions and You are responsible for all costs associated with any relocation.</p> <p>Your existing household sanitary drainage must meet the <i>Plumbing Code of Australia</i> and all applicable Australian Standards and must be inspected by a NSW Department of Fair Trading plumbing inspector before Sydney Water will</p>

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		<p>approve Your connection to the sewer.</p> <p>You must connect Your household sanitary drainage to Sydney Water’s connection point within twelve months of Us writing to say that You can connect. Should You not connect within this time, We may engage a licensed plumber and have the work done at Your expense. This cost will be added to Your Sydney Water account and will be subject to Our debt recovery process.</p> <p>Sydney Water retains an ongoing and irrevocable right to cease this service and to Disconnect and remove the pump, including if You breach any of the conditions of this Additional Services Agreement, and to do so at its discretion.</p> <p>Without limiting the other provisions of this Additional Services Agreement, You release and indemnify Sydney Water against all claims, costs, damage and losses relating to damage from any surcharge that may occur through the service arising from the use of the reflux (non-return) valve installed to service the Property.</p>

Part C – Stormwater Services		
No.	Service	Our requirements
1	Stormwater connection	<p>If Sydney Water has given You written conditional authorisation to connect to Our stormwater channel or pipe, it will be identified in the information schedule.</p> <p>You must:</p> <ul style="list-style-type: none"> ensure that any Maintenance work in relation to a stormwater connection is performed by a licensed plumber, or a person under the immediate supervision of a licensed plumber, with appropriate qualifications for working in confined spaces ensure that only unpolluted roof and surface water is drained through this connection ensure that no Wastewater is discharged through this connection and that no Wastewater pipe is connected to this stormwater connection install a silt arrestor and maintain it. <p>You are authorised to use the connection under section 48A of the Act.</p> <p>If Your connection does not comply with the conditions in this clause, it will be treated as an unauthorised connection.</p> <p>If required by Sydney Water, You must rectify the unauthorised connection, or We may restrict Your service or Disconnect You, until You rectify any faults.</p>
2	Connection to stormwater requiring a reflux valve	<p>If Sydney Water has given You written conditional authorisation to connect to Our stormwater channel or pipe, subject to installing a reflux valve, it will be identified in the information schedule.</p> <p>You are responsible for maintaining any reflux valves installed to service the Property.</p> <p>Without limiting the other provisions of this Additional Services Agreement, You indemnify Sydney Water against all claims and cost, loss and damage caused by any surcharge that may occur through the service.</p> <p>It is Your responsibility to maintain any silt arrestors.</p>

Contact us:

For more information email us at Connections@sydneywater.com.au