



Connecting to our systems

1. Overview

1.1 At a glance

This policy explains to our customers:

- the services we offer
- when you need permission to connect and disconnect
- requirements for connecting to our systems
- when we'll enter into additional agreement with you
- what happens if you don't observe requirements or obligations.

1.2 Scope

This policy applies to all customers who want to connect or disconnect from our systems.

1.3 Objective

This policy aims to improve the way customers connect to and disconnect from our systems. It'll help us:

- better protect our assets and water quality
- enhance customer service.

2. Policy in detail

2.1 What service do we offer?

You can connect to our systems to:

- receive drinking water
- receive recycled water
- discharge wastewater and trade wastewater
- discharge stormwater.

We may also give you permission to conduct sewer mining or stormwater harvesting. Serviced are not available to all properties in our area of operations.

2.2 Permission to connect and disconnect

You must have our written permission to connect or disconnect from our systems. This is a requirement of section 48 of the Sydney Water Act 1994.

You also must have our written permission before you discharge trade wastewater to our systems. This is a requirement of section 49 of the Sydney Water Act 1994.

You must observe all the conditions in the written approval, which we give you to connect or disconnect.

If you don't observe all conditions of approval, your connection or disconnection will be unauthorised.

If you want to connect a new development or subdivision, we'll only approve the connection after:

- you or your agent (Water Servicing Coordinator - WSC) have applied for a compliance certificate, if we require it for this kind of development
- you have had your building plans checked and approved by Sydney Water, to meet the requirements of section 44 of the Sydney Water Act 1994.

2.3 What agreement will we have with you?

If you have a standard connection to any of our systems, you must operate and maintain your services as required by our Customer Contract.

If we have any other requirements for your ongoing connection to our services we'll include them in a separate additional services agreement with you.

2.4 Connecting to drinking water and recycled water services

Which connections will we approve?

We'll approve at least one water main connection and one recycled water main connection for each property if:

- your property has a frontage of at least two metres to a connectable water main or recycled water main on any boundary
- there is adequate pressure and flow in that main to support
- your connection your connection won't compromise the service we offer other customers.

If you make a connection to our system, you must not use it until you have met all the requirements we give you in our written permission.

We may approve non-standard connections if you do not meet these criteria, but your connection must provide you with a usable service that won't affect other customers or landowners.

When won't we approve a water connection?

We may not approve a connection if:

- there's not enough water pressure or flow in any main to supply your property
- water demand from the connection will disadvantage existing customers or cause us to breach our operating licence
- your private service line would cross another private property to connect to our main and there is no easement or property owner agreement to allow you access to the pipes
- the number of private services from the end of a water main would affect service quality.

Do we allow fire service connections?

We'll allow connections for fire services, if the operating demand when they operate will not damage our pipes or affect the services that we offer other customers under our Customer Contract.

Unmetered water connections for fire services must only be used for firefighting, and system testing and servicing.

Unmetered water connections that supply fire sprinklers, hydrants or drenchers must not be connected to any other domestic or commercial water-using fixture, including fire hose reels. Water used by fire hose reels must be metered.

2.5 Water meters

All water and recycled water connections (except for fire sprinklers, hydrants and drenchers) must be metered with meters issued by us. If you use our water for construction activities, it must be from an approved, metered connection.

2.6 Backflow prevention

All water main connections, including those used for construction activities must have appropriate backflow prevention containment devices installed. These must be appropriate for the cross-connection hazard rating of the property. The backflow prevention device in our 20 and 25mm water meters satisfies this requirement for low hazard properties, such as most stand-alone houses.

Individual backflow containment devices (i.e. not low hazard devices built into the water meter) must be tested annually by an accredited backflow plumber, and meet the requirements set by us.

2.7 Wastewater connections

Which connections will we approve?

We'll approve at least one wastewater connection for each property if you have access to a connectable main in or next to your property. If our wastewater main is outside your property, you may need to construct an extension to provide a point of connection within your property.

If you are in a Priority Sewerage Program (PSP) area and want to connect during the initial period nominated by us, you must apply directly through the PSP.

If a NSW Fair Trading plumbing inspection finds that your wastewater service does not comply with their requirements you must not use it.

You must not discharge trade wastewater, stormwater or groundwater to a wastewater system without our approval.

When won't we approve a wastewater connection?

We will not approve any wastewater connection if:

- there is no wastewater service available in your area
- the available wastewater main is not a connectable main
- there is not enough capacity in existing wastewater mains for your connection
- your connection or your wastewater will damage our assets.

2.8 Trade wastewater

You must have our written permission before discharging trade wastewater. Trade wastewater is any wastewater generated from or as a result of an industrial or commercial activity.

We'll not accept trade wastewater from any business, multi-unit homes or community title development if it will:

- harm our systems and operations
- impose unacceptable risks on the health of workers or the public
- threaten our compliance with environmental laws and licences
- hamper the beneficial reuse of wastewater
- not conform to our standards.

2.9 Stormwater

We'll approve at least one stormwater connection for each property that has access to a connectable stormwater asset.

You must not allow stormwater to be contaminated by pollutants such as oil, grease, paint, soil and sediment, detergent or household waste.

You must not discharge stormwater or roof-water to our wastewater system.

2.10 Working on our systems

Connections to our water and wastewater systems must conform to:

- the most recent Sydney Water editions of the relevant Water Association of Australia codes and practice
- the Plumbing Code of Australia
- the AS/NZS 3500 series on plumbing and drainage.

Connections to our water system must also comply with Sydney Water's Asset creation developer process – Instructions and technical requirements.

Stormwater connections for stand-alone homes must conform to the standard drawing we give you.

Any development other than stand-alone homes are required to follow the Sydney Water Asset Creation Process for stormwater connection as part of the Section 73 application process for that development. If the development does not require a Section 73 certificate then the application for the stormwater connection will need to be lodged through a Water Servicing Coordinator via e-Developer as an 'Adjustment and Deviation' application and need to follow our Asset Creation Process.

If we require you to install, test and maintain equipment as a condition of connection, you must follow the Plumbing Code of Australia and AS/NZS 3500. This equipment may include:

- trade waste pre-treatment devices
- backflow prevention containment devices
- pumps
- tanks
- other plumbing equipment.

You're responsible for all costs of connecting to our systems.

2.11 Disconnecting from our systems

You must apply to us for permission to disconnect from our systems.

You must have signed, written permission of all affected property owners, if you apply to disconnect:

- a property service that you don't own unless you've been contracted directly by the owner of the private service
- an encroaching private service or joint service that crosses your property.

If we give you permission to disconnect, you must follow all the conditions of disconnection, which we give you in our letter of approval. If you retain access to shared services on your property after you've disconnected, you will still be charged for services (eg common facilities in a small commercial/industrial development).

2.12 When do we start charging new connections?

We'll start charging for water services as soon as you make a water or recycled water connection.

If you have a pre-laid property service with a locked and tagged device in place of a meter you must contact us and ask us to install a meter before you use these services. This applies to all properties including

construction sites. This ensures you are charged correctly. We'll start charging for other services when you connect to them.

When you connect a non-residential property to our services we'll apply the relevant sewer usage discharge factor for your property so that we can calculate any relevant wastewater usage charges.

2.13 Unauthorised connections

We'll consider you to have an unauthorised connection if you:

- connect to our system without our approval
- don't comply with all conditions of connection we require of you
- don't comply with conditions in your additional service agreement
- don't install a meter on a new water main connection before you start using the water
- don't install a backflow containment appropriate for the hazard rating of the property, test it, send the results to us and fix any defects found
- discharge wastewater or trade wastewater without written permission
- breach your trade wastewater discharge standards, not meet our requirements for trade wastewater pre-treatment equipment or the conditions of your agreement.

3. Definitions

Term	Definition
Additional services agreement	An additional services agreement is a document that outlines your responsibilities for non-standard connections. It will also explain the level of service we can offer you, if it is different to that contained in the Customer Contract.
Backflow	Backflow is the unintended reverse flow of water into pipes, which could contaminate the water supply system.
Backflow prevention device	A backflow prevention device is equipment that stops water from flowing back into Sydney Water's pipes to prevent potential contamination of our water supplies. Our 20 and 25mm meters include a backflow prevention device that is suitable for low hazard properties, such as most stand-alone houses.
Combined service	A combined service is a single water connection used to provide both firefighting and domestic water needs.
Connectable stormwater	A stormwater pipe or channel is a connectable stormwater asset when: • it is in one of our stormwater catchment system areas • you are able to access it legally • your property can drain to it by gravity.
Connectable watermain	A connectable watermain is any water main that Sydney Water allows private water service connections to, and that is an adequate size and has adequate flows to service proposed connections.
Cross-connection hazard rating	Cross-connection hazard rating is a three-level rating of the potential for any condition, device or practice in connection to the water supply to cause nuisance, endanger health or cause death.
Customer Contract	The Customer Contract outlines your rights and obligations as a customer and sets out the minimum standards of customer service that you can expect. It is our service guarantee to our customers. It also outlines Sydney Water's rights and obligations to help us meet our key objectives.
Developer process	The developer process is Sydney Water's process to ensure that new developments in our area of operations are serviced by adequate water, wastewater and stormwater assets.
Fire service connection	A fire service connection is a water connection used to supply essential fire safety measures, such as fire sprinklers, drenchers and hydrants. Fire services include combined services.
Frontage	Frontage is the part of the Sydney Water main that is immediately outside of the property's boundary and is available for connection.
Locked and tagged service	A locked and tagged service is a water service connection provided as a pre-laid property service in a new residential subdivision. A locked and tagged device prevents anyone using the water service until the customer asks for a Sydney Water meter to be fitted.

Term	Definition
Pre-laid property service	A pre-laid property service is a water service connection provided to newly developed properties before a customer has installed a meter on the connection. A locked and tagged device prevents customers from using water, until they ask Sydney Water to install a meter on the connection.
Priority Sewerage Program (PSP)	A Priority Sewerage Program is a coordinated group of projects whereby Sydney Water provides wastewater services to previously unsewered areas. Many PSP services are provided by pressure sewer systems.
Rood water	Roof water is rainfall that runs off building rooves and enters Sydney Waters stormwater assets which carry the water into creeks, rivers, harbours and oceans.
Sewer mining	Sewer mining is the extraction and treatment of wastewater from a Sydney Water pipe, so that it can be used in lieu of potable water.
Sewer Usage Discharge Factor (SUDF)	The Sewer Usage Discharge Factor is the calculation of how much wastewater you discharge compared with how much of our water you use.
Stormwater	Stormwater is rainfall that runs off the land and enters Sydney Water's stormwater assets which carry the water into creeks, rivers, harbours and oceans.
Stormwater catchment system area	A stormwater catchment system area is a geographical area in which stormwater is collected, transported and discharged using Sydney Water's stormwater assets.
Stormwater harvesting	Stormwater harvesting is the extraction and treatment of stormwater from a Sydney Water pipe or channel, so that it can be used as in lieu of potable water.
Trade wastewater	Trade wastewater is any wastewater generated from or as a result of an industrial or commercial activity undertaken, other than at domestic or household.
Wastewater	Wastewater is the used water that goes down sinks, toilets and drains.
Water meter	A water meter is a device used to measure how much drinking water or recycled water flows through a pipe.
Water Service Coordinator (WSC)	A Water Servicing Coordinator (WSC) is the Listed Provider who will manage the design and construction of any water, wastewater or stormwater works and asset protection.
Water Services Association of Australia (WSAA)	The peak industry body that brings together and supports the Australian urban water industry. Members provide water and wastewater services to over 16 million Australians. They also provide services to many of Australia's largest industries and commercial enterprises.