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## 1. Policy statement

Unitywater provides a potable water service to approved Water Carriers and Standpipe Users in accordance with the principles of environmental sustainability and in a manner that safeguards public health. This service is delivered in line with Unitywater's legislative obligations.

Applications from Water Carrier and Standpipe customers will be reviewed, and agreements approved, provided the application is in line with this policy and all compliance requirements are met. These requirements are detailed in the Water Carrier (Pr10668) and Metered Standpipe Customer (Pr10667) Guides available on the website.

## 2. Purpose and objectives

The primary purpose of this policy is to manage the supply of potable water to tankers and other customers at locations without a direct water connection, while ensuring the security and integrity of the water supply network.

To protect the reticulated potable water supply, it is the intent of Unitywater to limit as far as possible the use of metered hydrant standpipes. Users will be directed to use potable water fill stations in the first instance, with metered standpipe use being approved at the discretion of Unitywater.

## 3. Policy scope/coverage

This policy applies to Unitywater customers who require access to potable water from a fill station or metered hydrant standpipe.

Customers may need to access Unitywater's potable water supply to fill tankers or undertake works in areas without a direct water connection but where a hydrant is located within a reasonable distance.

These customers are required to apply to Unitywater in accordance with Section 195 of the *Water Supply (Safety and Reliability) Act 2008*. Upon approval, and subject to the terms and conditions of the agreement, customers may access potable water via a potable water filling station or a metered hydrant standpipe connected to Unitywater infrastructure.

Providing access to the reticulated potable water supply introduces potential risks to the safety and security of the water network. There is a risk to the structural integrity of the network and of contamination that may impact water quality and public health. This policy is designed to address these risks and ensure safe and compliant use of Unitywater's potable water infrastructure.

### 3.1 General

#### 3.1.1 Permit to access the potable reticulated water supply

Unitywater requires all customers to hold a current agreement to access Unitywater's potable reticulated water supply. This agreement must be renewed prior to the expiry date.

Unitywater may update the agreement terms and conditions, as well as its fees and charges, at any time. The most current fees and charges are published on Unitywater's website.

If a customer breaches the conditions of the agreement, their access may be revoked and they may be required to return any Unitywater issued assets.

### 3.1.2 Financial requirements

At the time of hire, Unitywater requires a refundable deposit for all metered hydrant standpipes and fixed fill station access tags. This deposit may be forfeited in full or in part in the event of damage to, or loss of, these items.

Unitywater reserves the right to conduct a credit check on any company hiring a metered hydrant standpipe or accessing a fixed fill station, particularly for long-term hire arrangements.

All hired standpipes are registered on the Personal Property Securities Register (PPSR) and will remain registered until the hire agreement is formally terminated.

### 3.1.3 Backflow device

Backflow protection is vital to protect Unitywater's potable network and is a mandatory requirements when accessing the network.

Before an application can be approved, a current backflow prevention certificate issued by a licensed plumber must be provided for each water tanker that will be accessing the network.

### 3.1.4 Notification of shut-downs or other issues with access

In the event of a closure (temporary or otherwise) of a water fill station, or if water cannot be drawn from a specific area of the reticulated supply network, affected customers will be notified as soon as possible using the most appropriate communication method.

Unitywater may also deactivate keys or restrict the hours of operation of particular Potable Water Fill Stations due to continuity of water supply considerations; impact upon residential customers supply or in response to complaints received by local residents.

## 3.2 Standpipes

### 3.2.1 Permitted uses of a Metered Hydrant Standpipe

Permitted uses may change if the Queensland Water Commission Water Restriction level changes or as deemed necessary by Unitywater. The current permitted uses are published on Unitywater's website.

### 3.2.2 High Flow Standpipes

The use of high flow standpipes is restricted as they pose a higher risk to Unitywater's potable network. Approval of high flow standpipes is solely at the discretion of Unitywater.

### 3.2.3 Standpipes not in use

To ensure Unitywater's standpipe fleet is managed appropriately, Unitywater may request the return of standpipes that have not been used for a period greater than six (6) months.

## 4. Roles and responsibilities

Table 1: Roles and responsibilities

Position title	Responsible for
<b>Executive Manager Customer Experience</b>	<p>As Document Owner responsible for:</p> <ul style="list-style-type: none"> <li>• Conducting and/or delegating regular reviews to ensure this document and related resources (e.g. forms, website) remain fit for purpose, consistent and current.</li> <li>• Approving this document for publication (seeking Board approval where required).</li> <li>• Ensuring all relevant stakeholders and team members have been consulted and feedback is captured and actioned (where applicable).</li> <li>• Ensuring appropriate communication or training is provided to relevant team members when implementing new, amended or obsolete document (if applicable).</li> <li>• Monitoring compliance with internal/external requirements (e.g. monitor legislation changes and assess/update this document when required).</li> </ul>
<b>Team members</b>	<ul style="list-style-type: none"> <li>• Working in accordance with this document.</li> <li>• Advising the Document Owner if this document is not consistent with current practices.</li> <li>• Where possible, minimise printing and/or avoid creating duplicate copies of this document. Ensure current versions are sourced from the <a href="#">Document Centre</a>.</li> </ul>

## 5. Definitions

Table 2: Definitions, abbreviations and acronyms

Term	Meaning
<b>Customers</b>	An applicant named as the Customer in the <a href="#">F8668</a> - Standpipe Application Form or <a href="#">F10342</a> - Water Carrier Application Form.
<b>Potable Water Filling Station</b>	Means a designated fixed location from where water can be drawn with the use of an access tag issued by Unitywater.
<b>Standpipe</b>	<p>A metered hydrant standpipe which connects to the reticulation system fire hydrant to draw water from the water supply network. This standpipe includes a water meter.</p> <p>In the context of this policy, it also means the standpipe issued by Unitywater (or prior to 1 July 2010, Moreton Bay Regional Council, Noosa Shire Council or Sunshine Coast Regional Council, now known as City of Moreton Bay, Noosa Council and Sunshine Coast Council) at the time of this hire, or any replacement standpipes provided during this hire.</p>
<b>Unitywater water service area</b>	The water supply areas of the City of Moreton Bay, Noosa Council and the Sunshine Coast Council.

## 6. References and resources

Table 3: References and resources

Source	Reference
External	<a href="#">Water Supply (Safety and Reliability) Act 2008 (Qld)</a>
	The Australian Drinking Water Guidelines
	WSAA 17-2014 Standpipe and Hydrant Metering Code of Practice
Internal	<a href="#">Pr10667</a> - Metered Standpipe Customer Guide
	<a href="#">Pr10668</a> - Water Carrier Customer Guide
	<a href="#">F8668</a> - Standpipe Application Form
	<a href="#">F10342</a> - Water Carrier Application Form
	<a href="#">Pr9820</a> - OPRP - Backflow Prevention
	<a href="#">Pr9827</a> - Metered Hydrant Standpipe Procedures Manual
	<a href="#">Pr9826</a> - Water Carrier Manual
5C's Water Hygiene Training	