

Unitywater

Serving you today, **investing** in tomorrow.

Pr10667 - Metered Hydrant Standpipe Customer Guide



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Documents Details

This document is only valid on the day it was printed.

Document Owner	Manager Customer Service
References	<i>Food Act (QLD) 2006</i> ISO 22000 Food Safety Management System AS/NZS 2845.1 Water supply – Backflow prevention devices: Materials, design and performance requirements AS/NZS 2845.2 Water supply – Backflow prevention devices: Registered air gaps and registered break tanks AS/NZS 2845.3 Water supply – Backflow prevention devices: Field Testing and maintenance of testable devices OP8138 - Potable Water Standpipe and Filling Station Policy Pr9820 - OPRP Backflow Prevention F8668 – 2020-2022 Standpipe Application Form Water Hygiene Training – The 5C's

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1. Purpose

This purpose of the Metered Hydrant Standpipe Customer Guide is to provide detail on how the Potable Water Standpipe and Filling Policy (OP8138) will apply to customers. This includes:

- Customer requirements for new applications and renewals;
- Customer ongoing compliance obligations; and
- Breach of agreement conditions.

2. Scope

The scope of this guide applies to Metered Hydrant Standpipe Agreement conditions and customer obligations to gain approval to access Unitywaters' standpipe services. The scope includes:

- Agreement Approval Process, for new customers and customer renewals;
- Public Liability Insurance;
- Backflow Prevention;
- Monthly Billing and customer requirements;
- Standpipe Use;
- Standpipe readings;
- Sizes of standpipes;
- Standpipe and 5C's Training;
- Domestic Water Cartage Licence;
- Compliance; and
- Other useful information.

3. Definitions

Term	Meaning
Metered Hydrant Standpipe	<p>A 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) at the time of this hire, or any replacement standpipes provided during this hire.</p>



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4. Guidelines

4.1 Agreement Approval Process

Every new customer is required to complete an application form, which can be found on the Unitywater website or by calling Unitywater on **1300 086 489**. The application form will list all of the terms and conditions and should be read in conjunction with the policy and this guide.

The steps below will guide you on the process.

Step 1

Complete and submit your Agreement form and include the required information listed below:

- Public liability insurance;
- Backflow certificate for any tanker listed on your agreement;
- Standpipe operator training tickets for any operator listed on your agreement;
- Water Hygiene Induction (5Cs) training assessments for any operator listed on your agreement; and
- Domestic water cartage license (if applying to carry domestic water).

Please note: Not submitting the correct information will delay assessment of your application.

Step 2

Your application will then be assessed, and you will be notified about the outcome of your application within 10 business days. Please note if you do not have the required information listed in Step 1, your application will not be approved.

Step 3

If your application is approved, Unitywater will email you a copy of the security deposit invoice to your e-billing address specified on your application.

Step 4

Once payment of the invoice has been received, Unitywater will contact you to arrange an appointment for your representative to collect the Standpipe from one of our locations.

Step 5

You will receive via email or post your approval letter and tanker permit stickers (if applicable).

4.1.1 Customer Agreement Renewal

The Standpipe agreement is valid for a period of up to two (2) years. Prior to the expiry date Unitywater will contact you to renew your Agreement.

4.2 Public Liability Insurance

When making your first application and while you remain a customer, you are required to provide Unitywater with your current certificate of currency for Public Liability Insurance:

covering claims in respect of damage to, loss or destruction of, or loss of use of, real or personal property and injury to, or disease or death of persons arising out of this Agreement or any act or omission of the Customer, its employees, agents or contractors. Such public liability insurance must have a limit of cover of no less than \$10 million per claim and in the aggregate per insurance year and be maintained with insurers and on terms acceptable to Unitywater.

It is a requirement that your insurance is kept up to date. When your insurance document is close to expiring Unitywater will notify you that an updated copy is required.

4.3 Backflow Prevention

Before your application can be approved you must provide a current backflow prevention certificate issued by a licensed plumber for any tanker listed on your application.

Backflow certificates issued by plumbers are valid for a period of 12 months from the date of issue. Two weeks prior to your backflow certificate expiring Unitywater will email you a reminder that it is time to have your tanker reinspected by your preferred plumber.

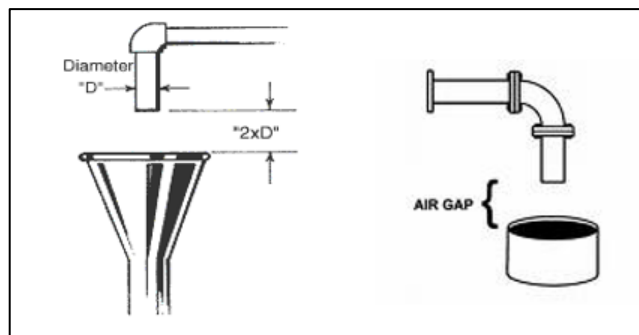
Late fees apply for any backflow certificates not provided by the due date.

4.3.1 Why is backflow important?

- A backflow device prevents water accidentally siphoning out of the tank back into the supply pipe if the pressure drops unexpectedly.
- The backflow device must be certified by a plumber licensed for backflow certification before Unitywater will allow access to a Metered Hydrant Standpipe service.
- An Air Gap is the preferred method of backflow prevention device for water trucks however an RPZ device is also acceptable.

4.3.2 Size of the Air Gap?

The air gap is required to be 2 x the internal diameter of your fill pipe. For example - if your fill pipe is 80mm then your air gap should be at least 160mm.



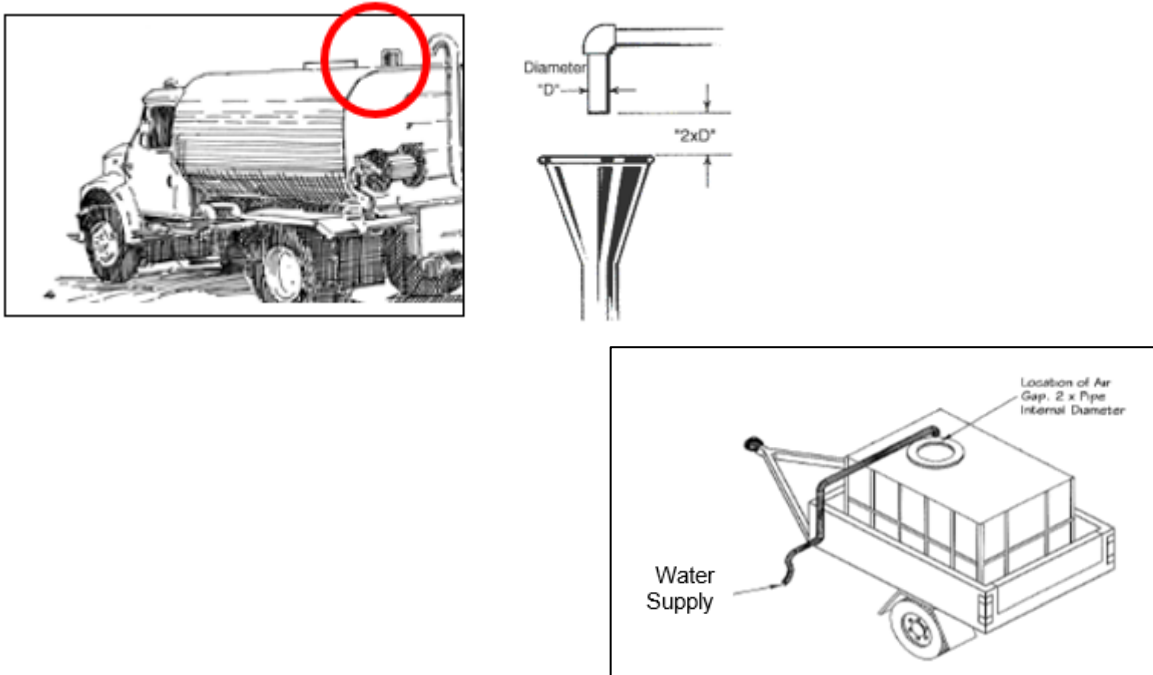


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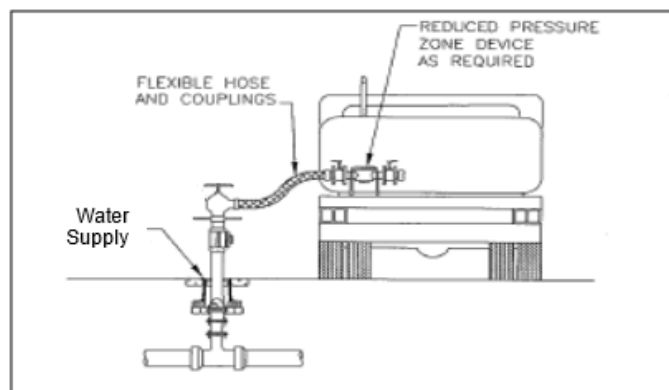
4.3.3 Methods of backflow prevention

A method to prevent cross connection of potential water supply contamination complying to AS/NZS2845.1, 2 and 3 (2010).

Some of these methods and devices include:

<p>(a) double check valve;</p> 	<p>(b) reduced pressure zone device;</p> 
<p>(c) registered air gap must be double the diameter of the inflow pipe;</p> 	

RPZ



Portable backflow device

Where you are carrying out an activity that Unitywater deems as a risk to our network such as high flow standpipe use for dewatering or landscaping we will require that you provide your own portable RPZ device. This portable RPZ device will need to have a current backflow prevention certificate issued by a licensed plumber. Unitywater may also attend your work site to determine if it meets our requirements.

4.4 Standpipe readings and monthly billing

You are required to submit your standpipe reading monthly via the following link:

<https://www.cognitofrms.com/UnityWater/StandpipeReadingSubmissionForm>

To complete the webform you will need:

- Your standpipe number/s;
- The current meter reading; and
- Photograph of meter reading.

A late meter read fee per month/per standpipe applies for late returns and will be applied to your account if the reading is not provided by the due date.

During the period of your agreement, you are required to take and submit a digital photograph of the standpipe (including standpipe number, reading and date) and attach the photograph to your Cognito form submission. A photograph must be provided as requested or at a minimum within the last week of March, June, September, and December, in each year during the term of the agreement.

4.4.1 Reading the meter

Digital meter reading:

The correct way to read a digital meter is:

1. Face the meter casing towards you
2. Read numbers left to right.

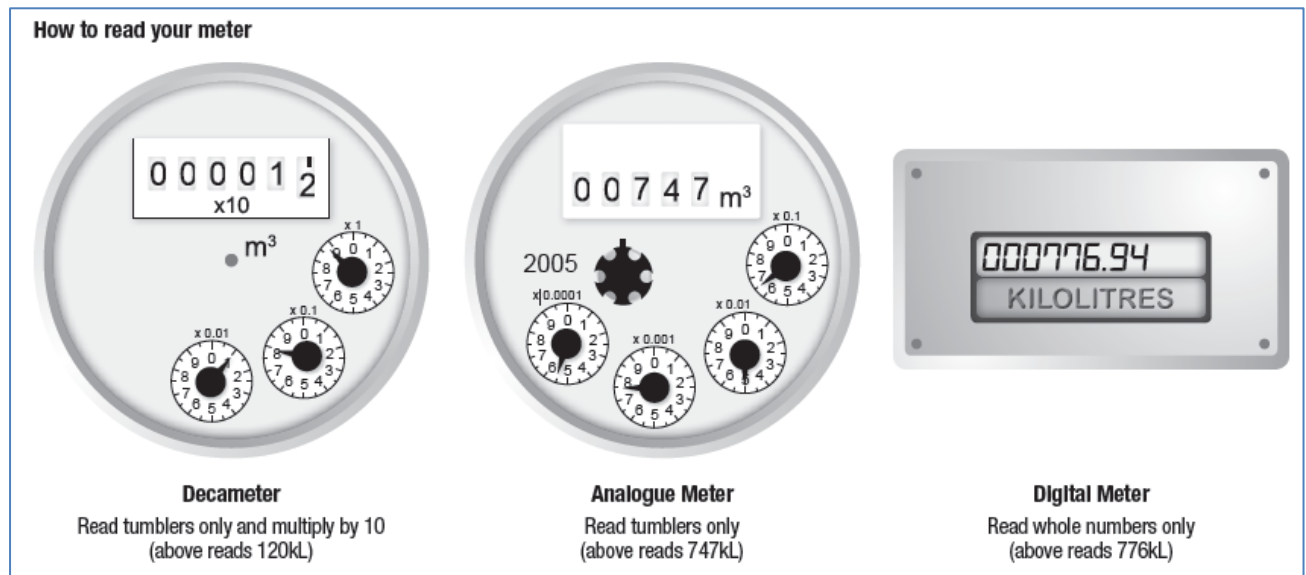


Mechanical meter reading:

The correct way to read a mechanical meter is:

1. Face the meter casing towards you
2. Read numbers clockwise
3. Black numbers on white background (5 digits) register kilolitres
4. Four "clock" dials at bottom of meter, register starting from right, hundreds of litres, tens of litres, litres and tenths of litres.

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4.5 Standpipe use

If your standpipe readings show that you have not used any water for a period of three (3) months, Unitywater will request that you return the standpipe and end the Agreement. Should you obtain more projects in the Unitywater service area, another standpipe will be hired to you, providing you have a current agreement.

4.6 Size of Standpipes

Unitywater will determine what size standpipe can be hired to you, which will be dependent on the activity being performed.

The sizes available for hire are:

- 32mm Low Flow;
- 65mm Low Flow; and
- 65mm High Flow.

Approved uses can be found on our website <https://www.unitywater.com/business/fill-stations-and-standpipes/standpipe-hire>

High flow standpipes are restricted for certain uses. Before hiring a high flow standpipe approval must be obtained from Unitywater's Network Operations Team. Unitywater's Customer Service Team will assist you with this process. Some uses for high flow standpipes include water main testing or domestic water carrying in certain areas.



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4.7 Standpipe and 5C's Training

4.7.1 Mandatory training

Before hiring a standpipe, all operators are required to be trained in the safe operation of the equipment and to obtain a training ticket from one of the organisations listed below.

- Civil Train Queensland Phone: **07 3360 7933**
- PACCT Pty Ltd Phone: **0419 646 369**

The Standpipe operator training ticket is valid for five (5) years from the date of issue. It is your responsibility to ensure that your training is kept up to date.

Any new staff to your organisation who will be operating the standpipe are required to complete mandatory training. Please provide their details to Unitywater along with a copy of their training ticket and Water Hygiene Induction.

4.7.2 Water Hygiene Induction

Unitywater is certified to the food safety management standard ISO 22000. An important component of the ISO 22000 standard is the implementation of a training and awareness program, which educates standpipe customers on their obligations under the management system.

Please download the 5C's Water Hygiene Induction training package and assessment from the Unitywater website:

<https://www.unitywater.com/business/fill-stations-and-standpipes/standpipe-hire>

Please ensure your operators read the information document and then complete the assessment form. Please email the completed form with your application to retail.compliance@unitywater.com.

4.8 Domestic Water Cartage Licence

If you wish to distribute potable water for domestic use i.e. delivering water for human consumption, you must also be licensed under the *Food Act 2006* and obtain your food license **through your local council** prior to obtaining approval from Unitywater.

Unitywater will request a copy of your Domestic Water Carrier license with your first agreement. It is your responsibility after this to ensure that your license is kept up to date and current.



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4.9 Compliance

4.9.1 Customer compliance obligations

During the time of your agreement with Unitywater it is important that you are 100% compliant with all conditions. The table below explains the customers obligations:

Requirement	Frequency
Backflow Certificate for listed tankers	On application and every 12 months thereafter from the date of certification
Public Liability Insurance	On application and every 12 months thereafter
Domestic Water Cartage License	On application and after that it is your responsibility to ensure this is kept up to date
Monthly standpipe logbook	To be supplied by the 5 th day of every month
Standpipe Operator Training	On application or adding new staff and every 5 years thereafter
Water Hygiene Training (5C's)	On application or adding new staff and every 5 years thereafter

When your documents are within two (2) weeks of the expiry date Unitywater will email you a courtesy reminder giving you one (1) week to provide the updated information.

If the requested information is not received by the due date, Unitywater will send you a follow up reminder giving you a further period of time to provide the requested information.

4.9.2 Breaches of agreement conditions

It is the responsibility of the customer to ensure all conditions of the agreement are met. If these are not met these are deemed to be breaches, examples of breaches are below:

- Failure to provide requested information by the due date.
- Not having an update to date agreement with Unitywater.
- Expired backflow certificates or Public Liability Insurance.
- Not having an up to date Standpipe Training Certification.
- Inappropriate use of your standpipe.
- Not paying your account on time or entering into a payment arrangement.

Any of the above can result in a management review of your agreement which may include a show cause notice, termination of your agreement and/or request to return the standpipe.



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4.10 Other useful information

4.10.1 Standpipe collection

You will be notified about the outcome of your application within 10 business days.

Once approved, Unitywater will email you the invoice for the standpipe security deposit.

After your payment is confirmed, Unitywater will contact you to arrange an appointment for you to collect the standpipe from one of these Unitywater locations:

Northern Service Centre

Service Street, Maroochydore
Monday to Friday 7.30am to 3.00pm

Southern Service Centre

600 Market Drive, Morayfield
Monday to Friday 7.30am to 3.00pm

4.10.2 Faulty standpipes

If your standpipe is faulty or damaged, please phone **07 5431 8765** within 24-48 hours to report the fault and arrange a replacement.

Standpipe damage will be assessed by Unitywater and if the customer is found to be at fault, an invoice for repairs will be sent to the customer.

4.10.3 Standpipe lost or stolen

If the standpipe hired by you is lost or stolen, email retail.compliance@unitywater.com with these details:

- Queensland Police Service stolen or lost property report number;
- the number of the standpipe that is lost or stolen; and
- a brief explanation of how it happened.

After these details are received we will estimate final charges for your account and provide you with an invoice.

Any security deposit paid will be forfeited and, if another standpipe is required, you will have to pay another deposit.