

Unitywater

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

Pr10668 - Water Carrier 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> 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 Pr9826 - Water Carrier Manual Pr9820 - OPRP Backflow Prevention F10342 - Water Carrier Agreement F8694 - Recycled Water Tanker Operator Training Assessment

Contents

1. Purpose	3
2. Scope	3
3. Definitions	3
4. Guidelines	4
4.1 Approval Process	4
4.2 Recycled Water Tankers and Standpipe Hire	5
4.3 Public Liability Insurance	5
4.4 Backflow Prevention	5
4.5 Monthly Billing	7
4.6 Fill Station Faults and Shutdown Notifications	7
4.7 Recycled Water Training	8
4.8 Domestic Water Cartage Licence	8
4.9 Compliance	8
4.10 Other useful information	9

Pr10668 - Water Carrier Customer Guide

1. Purpose

This purpose of the Water Carrier 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 Water Carrier Agreement (Potable and Recycled) conditions and customer obligations to gain approval to access Unitywaters' water carrier services. The scope includes:

- Approval process;
- Recycled Water Tankers and Standpipes;
- Public Liability Insurance;
- Backflow Prevention;
- Monthly Billing;
- Fill Station Faults and Shutdown notifications;
- Recycled Water Training;
- Domestic Water Cartage Licence;
- Compliance; and
- Other useful information.

3. Definitions

Term	Meaning
Fill Station	Means a designated fixed location from where potable or recycled water can be drawn with the use of an access tag issued by Unitywater.

4. Guidelines

4.1 Approval Process

Step 1

Complete and submit your Application form with any required information:

- Public liability insurance;
- Backflow certificate for any tank registration listed on your agreement;
- Recycled water training assessments for operators listed on your agreement (if applying for recycled water);
- 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 has been approved, we will contact you to arrange collection or postage of your access key/s.

Step 4

You will receive your approval package including:

- Access key/s;
- Approval letter;
- Tanker permit sticker/s; and
- Recycled water signage and safety stickers (if applying for recycled water).

Step 5

The Water Carrier Agreement is valid for a period of three (3) years. Prior to the expiry date Unitywater will contact you to renew your Agreement.

Pr10668 - Water Carrier Customer Guide

4.2 Recycled Water Tankers and Standpipe Hire

A recycled water tanker is not permitted to also fill with potable water using a standpipe. If you are not carrying water for domestic purposes, you may be permitted to access recycled and potable water using a fill station only. A standpipe would not be hired in this instance.

4.3 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.

4.4 Backflow Prevention

Before your application can be approved you must provide a 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 we will email you a reminder that it is time to have your tanker reinspected by your preferred plumber.

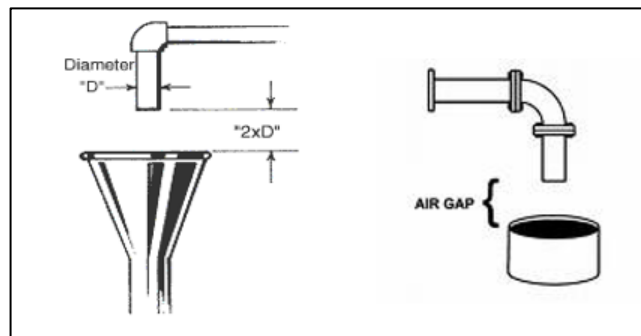
Late fees apply for any backflow certificates not provided by the due date.

4.4.1 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 our Standpipe or Water Carrier services.
- An Air Gap is the preferred method of backflow prevention device for water trucks however an RPZ device is also acceptable.

4.4.2 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.



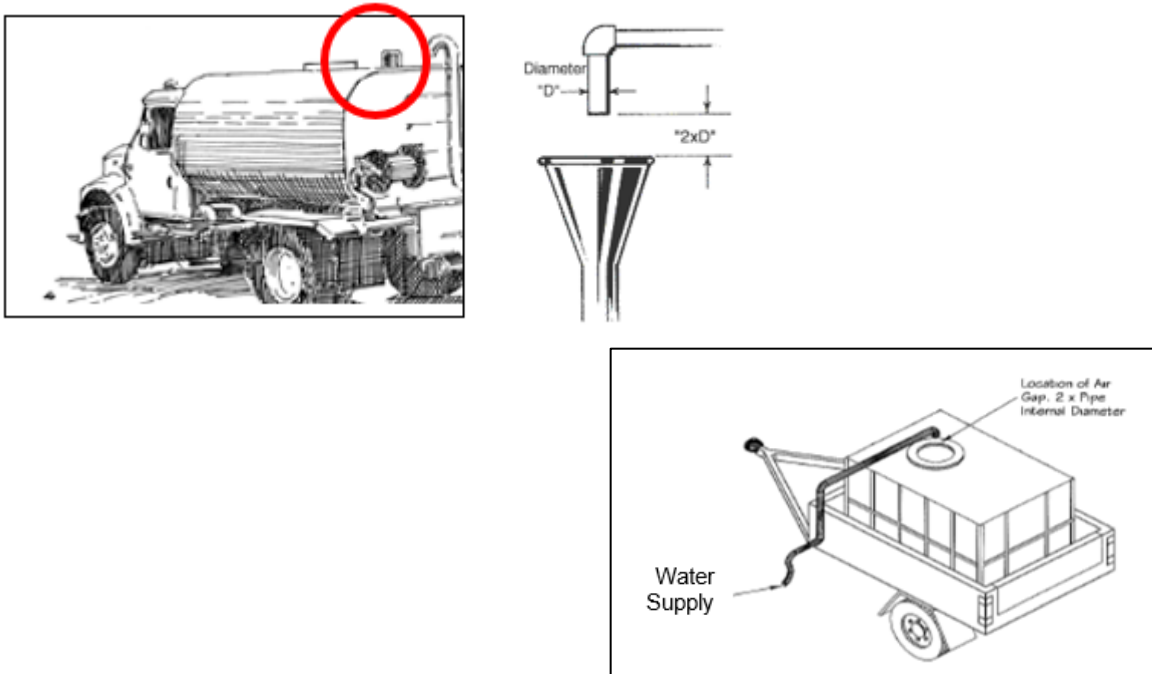


Pr10668 - Water Carrier Customer Guide

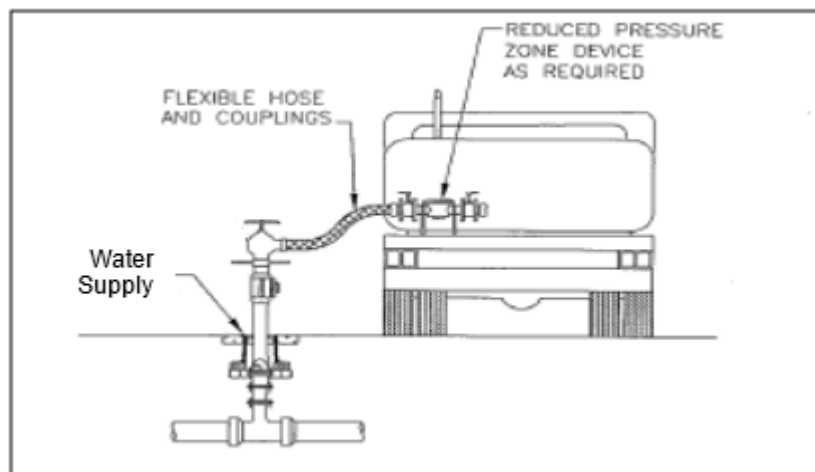
4.4.3 Methods of backflow prevention

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



4.5 Monthly Billing

After your agreement is approved you will be provided with a button tag that has a unique tag number.

When you use the tag at a fill station site the consumption is recorded electronically.

Your account (for water consumption and monthly access charges) is then sent to you in the first two weeks of the following month.



4.5.1 Estimated Consumption

In the event the equipment at the fill station fails to correctly record water consumption, Unitywater will estimate Your water consumption and invoice you according to our estimate. The estimate will be calculated on the smaller of the following amounts of water usage:

- The amount of water recorded by the meter at the time and date of your attendance;
or
- The amount required to fill your nominated water vehicle/tank from empty; or
- The amount recorded on your previous Unitywater water carrier invoice.

You will be notified by email that the data has been estimated.

4.6 Fill Station Faults and Shutdown Notifications

From time to time something may go wrong at one of the fill stations or it may be shutdown for scheduled maintenance. If there is a shutdown scheduled, we will send an SMS to the number nominated on your latest application form.

If you would like to add someone to the SMS listing so that they are also notified of shutdowns, please email their name and mobile phone number to retail.compliance@unitywater.com.

If there is a problem with your access tag or a fill station (for example, your tag is invalid, the fill station is leaking, or there is an electrical fault or damage to the fill station), please phone us on **1300 086 489** to report the problem and provide the following details:

- your business name;
- your Unitywater account number (if known);
- your contact number;
- the location of the problem; and
- a description of the problem.
- We will then investigate and repair if necessary or contact you if further information is needed.

Pr10668 - Water Carrier Customer Guide

4.7 Recycled Water Training

Only trained persons can take and use recycled water from the Unitywater supply points. Recycled water is not permitted to be used by operators without training from a recognised South East Queensland Water Distributor – Retailer (service provider).

The aim of the training program is to provide guidance on the safe use of recycled water for tanker operators.

It includes the quality, hazards and control measures required for safe use and handling of recycled water.

The assessment ensures all users have demonstrated that they have the relevant knowledge to safely use recycled water.

If you have new drivers or are applying for a recycled water agreement for the first time, please have your drivers complete the recycled water training program located on our website - <https://www.unitywater.com/business/fill-stations-and-standpipes/recycled-water-fill-stations> Look for the Requirements tab and download the training package and assessment.

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 a permit 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.

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
Recycled Water Training	On application

When your documents are within two (2 weeks) of the expiry date we 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 we will send you a follow up reminder giving you a further period of time to provide the requested information.

You will be able to avoid deactivation of your access key/s by providing the information within the requested timeframe.

4.9.2 Breaches of agreement conditions

Breaches of your agreement may include but are not limited to the following:

- Recycled water tanker not displaying appropriate signage;
- Failure to provide requested information by the due date;
- Not having an up to date agreement with Unitywater;
- Out of date backflow certificates;
- Inappropriate use of recycled water;
- Not paying your account on time or entering into a payment arrangement; and/or
- Interfering with a fill station in an attempt to steal water or damage infrastructure.

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 deactivation of your access key/s.

4.10 Other useful information

4.10.1 Fill Station fittings

Unitywater fill stations are fitted with 80mm male camlock fittings. With the exception of the Noosa Shire potable water fill station sites which have 100mm QRT fitting.

4.10.2 Tanker Disinfection

1. You are to disinfect a tanker water vessel prior to using it to hold recycled water of a higher quality class than water stored in the tanker previously.
2. If a water vessel is not disinfected prior to collecting recycled water of a higher quality class it is deemed to be the lower quality class of water used previously and you are only to use the recycled water for suitable uses for that lower quality class.

For example, if a tanker carried class B Recycled Water and is then filled with class A+ Recycled Water without any disinfection between the loads then the class A+ water will be deemed to have degraded to class B.