

## 1. Aim

The aim of this directive is to:

- outline the circumstances in which Cradle Mountain Water will permit an owner of land to connect, relocate or adjust a connection to Cradle Mountain Water's water or sewerage infrastructure; and
- describe the land (serviced land), whether by individual title or locality, Cradle Mountain Water will permit to be connected to its water and sewerage infrastructure.

This directive does not cover:

- where a property is outside Cradle Mountain Water's serviced land and expansion is required to connect the property to Cradle Mountain Water's water and sewerage infrastructure; or
- where a property within Cradle Mountain Water's serviced land is being subdivided; or
- where there is a change in land use within Cradle Mountain Water's serviced land.

The above situations have the potential to increase demand on the capacity of Cradle Mountain Water's water and sewerage infrastructure and will be addressed under Cradle Mountain Water's *Service Extension, Expansion, and Introduction CEO Directive*, or by a contract entered into in accordance with section 61 of the *Water and Sewerage Industry Act 2008*.

## 2. Related Governance and Board Policy

Pricing Policy

Customer Charter

## 3. Background and definitions

Cradle Mountain Water's water and infrastructure is designed to achieve the standards and conditions of service and supply (as specified in Cradle Mountain Water's Customer Charter) at the boundary of a property, provided the property is located within Cradle Mountain Water's serviced land.

Cradle Mountain Water has identified serviced land boundaries to enable customers, and potential customers to determine if a standard connection can be provided to their property under this directive.

There are limitations to where a standard connection can be provided under this directive, for example, the serviced land boundary may pass through a property and applicants for a connection, relocation or adjustment of a connection, should be aware that reduced supply characteristics may apply to land outside the serviced land boundary (e.g. water pressure may be reduced).

Information about Cradle Mountain Water's serviced land boundaries, including maps, is available on Cradle Mountain Water's website [www.cmwater.com.au](http://www.cmwater.com.au) and at Cradle Mountain Water's Customer Service Centres at Burnie, Devonport and Queenstown. Cradle Mountain Water can be contacted during business hours on 13MYWATER (13 6992) for further information regarding Cradle Mountain Water's serviced land boundaries.

Serviced land boundaries will change over time in response to changes in system capacity.

In this directive:

**Connection charge** means a charge calculated by reference to the costs that are associated with installing assets that are dedicated to the provision of water services and/or sewerage services to a particular customer. For the purposes of this directive, this applies to connection relocation or adjustment.

**Connection point means:**

- (i) the point at which the customer's pipes connect with Cradle Mountain Water's water and/or sewerage infrastructure; or
- (ii) such other point as may be prescribed in regulations made and in force under the Water and Sewerage Industry Act.

**Customer contract** means a contract between Cradle Mountain Water and a customer for the provision of water services and/or sewerage services to the customer, which includes standard terms and conditions of service.

**Expansion** means augmentation of water and/or sewerage infrastructure to accommodate development of a property which cannot be catered for by the current system's capacity. For example, subdividing a property or a significant change of use may require infrastructure expansion.

**Service charge** means a charge levied under section 68A of the Water and Sewerage Industry Act.

**Serviced land** means a description of land, whether identified by individual title or by locality, which Cradle Mountain Water will permit to be connected to its water infrastructure or sewerage infrastructure.

**Standard connection** means a 20mm water connection or a 100mm sewerage connection.

## 4. Directive

- (1) Property connection and connection, and connection relocation or adjustment

Unless varied by agreement as part of a contract entered into in accordance with section 61 of the Water and Sewerage Industry Act, Cradle Mountain Water will provide water and/or sewerage services to former customers of a council or bulk water authority that, immediately prior to 1 July 2009, were connected to water or sewerage infrastructure transferred from 1 July 2009 to Cradle Mountain Water.

Cradle Mountain Water will connect a property to its water and/or sewerage infrastructure if it meets the connection requirements in the Tasmanian Water and Sewerage Industry Customer Service Code and complies with the following criteria:

- the property is within Cradle Mountain Water's serviced land;
- a title must be issued for that property or consent received from the landowner;
- if necessary, a certificate for Certifiable Work has been obtained;
- an application for Water and Sewerage Connection (WS 01A) has been completed; and
- an applicant has paid the appropriate fees relating to connection as listed in the Cradle Mountain Water's approved schedule of tariffs available on Cradle Mountain Water's website [www.cmwater.com.au](http://www.cmwater.com.au).

Properties outside Cradle Mountain Water's serviced land may not be able to be serviced by Cradle Mountain Water's water and/or sewerage infrastructure, or may not be able to be serviced to minimum standards and conditions of service and supply.

Should the owner of a property outside Cradle Mountain Water's serviced land, or whose property is partly outside the serviced land boundary, request connection to Cradle Mountain Water's water and/or sewerage infrastructure, a case by case assessment will be made in terms of the ability to connect, and any costs associated with the connection. Proposed developments outside of the serviced land boundary will be dealt with under Cradle Mountain Water's *Service Extension, Expansion, and Introduction CEO Directive*.

## 5. Costs associated with connection, and connection relocation and adjustment

Where an application is made for a connection of a property to Cradle Mountain Water's water and/or sewerage infrastructure and the property:

- meets the criteria listed in section (1) of this directive; and
- has the applicable water and/or sewerage infrastructure passing the property; or
- is being charged a service charge –

Cradle Mountain Water will install reticulated water and/or sewerage pipe work up to a standard connection point at the property boundary. (Figure 1 attached to this directive provides a diagrammatic representation of a typical water connection to a property).

The connection charges are in addition to the recurrent fixed charges and volumetric consumption charges in respect of the provision of water services and/or sewerage services to the property.

To determine if additional charges apply for connection of water services and/or sewerage services to property outside of the serviced land area, refer to Cradle Mountain Water's *Service Extension, Expansion, and Introduction CEO Directive*.

The connection charges, and any other applicable charges that may be incurred as a result of the connection, connection relocation or adjustment, are available on Cradle Mountain Water's website [www.cmwater.com.au](http://www.cmwater.com.au) or by calling 13MYWATER (13 6992).

## 5. Responsibilities

The Chief Executive Officer of Cradle Mountain Water is responsible for implementing this directive.

## 6. References

- Cradle Mountain Water's *Customer Charter*
- Cradle Mountain Water's *Service Extension, Expansion, and Introduction CEO Directive*
- Tasmanian Economic Regulator – 2012 Water and Sewerage Price Determination
- Tasmanian Water and Sewerage Industry Customer Service Code
- *Water and Sewerage Industry Act 2008*
- *Water and Sewerage Industry (Pricing and Related Matters) Regulations 2011*
- Any other manuals and documents specific to Cradle Mountain Water and this directive

Approved by the CEO on .....

Signed by Andrew Kneebone, CEO, Cradle Mountain Water

**Appendix 1 – Diagram of a Typical Property Services Water Connection**

