

## CUSTOMER CONNECTION POLICY

### 1 Aim

This policy will:

- a) Outline requirements for persons seeking to connect, relocate or adjust a property service connection to Southern Water's water and sewerage infrastructure; and
- b) Articulate what Southern Water determines as its Serviced Land and therefore where a connection can be made at the service standards outlined in Southern Water's Customer Charter.

This policy considers connection to property lots within Serviced Land. It does not cover the instances where infrastructure extension or expansion is required to property outside of the Serviced Land area, where property within Serviced Land is being subdivided or where there is a change in land use within Serviced Land. These instances have the potential for adding demand on the water and sewerage infrastructure and thus are dealt with by a Restricted Water Supply Contract or under the Extension and Expansion Policy.

### 2 Legislation

This policy is a requirement under Section 56U of the *Water and Sewerage Industry Act 2008* and is used as a signal to potential customers as to where they can expect a standard connection to be provided at the property boundary.

### 3 Definitions

- a) **Connection Point**, means
  - i) the point at which the customer's pipes connect with Southern Water's water infrastructure or sewerage infrastructure; or
  - ii) such other point as may be prescribed in the Water and Sewerage Industry (General) Regulations 2009<sup>1</sup>
- b) **Property Service Connection – Water**; means the pipework connecting Southern Water's water infrastructure to a customer's pipes, thus forming a connection point;
- c) **Property Service Connection – Sewer**; means the pipework connecting Southern Water's sewerage infrastructure to a customer's pipes, thus forming a connection point;

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<sup>1</sup> Currently the Regulations do not provide any further definition of Connection Point.

- d) **Serviced Land**, means a description of land, whether identified by individual title or by locality, Southern Water will permit to be connected to its water infrastructure or sewerage infrastructure.

## 4 Background

Southern Water is in the business of providing water and sewerage infrastructure with the intent to connect customers. The infrastructure is designed to achieve identified standards of service at the boundary of a property, to the extent the property sits within Serviced Land.

Southern Water is in the process of implementing several layers on its Geographic Information System (GIS) to aid communication of Southern Water's Serviced Land to customers and helps manage expectations where Southern Water can and cannot supply water and sewerage property services.

The Serviced Land boundaries will be available for inspection by customers at Southern Water's Moonah Office.

Refer to schedule A for Serviced Land layers.

Customers should have a reasonable expectation that a standard connection will be available when the property is located within Southern Water's Serviced Land. However, customers should note that some limitations might apply. For example, the Serviced Land boundary may pass through the middle of a property and applicants for a connection should be aware of reduced supply characteristics outside the Serviced Land boundary (e.g. water pressure may not be available above a certain elevation on a block that the Serviced Land boundary intersects). Southern Water's Serviced Land boundaries therefore form part of this policy. The boundaries will be dynamic and will move as the capacity of the system evolves.

## 5 Properties Entitled to a Property Service Connection

Where, immediately prior to 1<sup>st</sup> July 2009, a customer of a council or bulk water authority was connected to its water or sewerage infrastructure that, from 1<sup>st</sup> July 2009, has been transferred to Southern Water, Southern Water will continue to provide that water or sewerage service, unless varied by a customer contract.

For properties to be connected to Southern Water's reticulated water and sewerage infrastructure they must meet the connection requirements in the Customer Service Code and must comply with the following criteria:

- a) The property is within Southern Water defined Service Land;
- b) A title must be issued for that property or consent received from the landowner;
- c) A Certificate for Certifiable Work has been obtained, if necessary;

- d) An application for Water and Sewerage Connection (WS 01A) must have been completed; and
- e) An applicant has paid the appropriate fees relating to connection.

It should be noted that properties outside the Serviced Land boundaries cannot be serviced by Southern Water infrastructure, or cannot be serviced to identified standards of service and thus cannot be guaranteed supply. Should a single property owner request property service connection outside of the Serviced Land boundary, a case by case assessment will be made both in terms of ability to connect and any costs of connection. Proposed development outside of the Serviced Land boundary will be dealt with under Southern Water's Extension and Expansion Policy.

*Southern Water reserves the right not to enter supply agreements with property owners with land located outside of Serviced Land area.*

## 6 Costs Association with Property Service Connection

The conditions that apply are:

Where an application is made for a connection to a property which Southern Water has identified to be within Serviced Land and the property has:

- i) an accessible service main passing the property, or
- ii) the property is being charged a relevant service charge which Southern Water inherited prior to 1 July 2009,

Southern Water will provide a standard connection point at the property boundary. The applicant shall be liable for:

- a property service connection charge (water and/or sewerage).

*It should be noted, where there are instances of connection that cannot be made with conventional excavation techniques there may be additional charges applied.*

The above costs are in addition to the recurrent annual fixed charges and/or volumetric consumption charges payable in respect of the service.

## 7 Application and General principles

Southern Water is committed to providing access to affordable water supply and sewerage services to its customers. This connection policy only applies within the Southern Region.

## 8 Responsibilities

The Chief Executive Officer is responsible for implementing this policy.

## 9 References

- Customer Service Charter
- Tasmanian Water and Sewerage Industry Customer Service Code
- Interim Price Order, 1 July 2009
- Water and Sewerage Industry Act 2008

*Approved by the Board on 08/06/2011*

Signed: *Michael Pearce*

**Schedule (A) – Defined Serviced Land Layers, effective 1 July 2010**

Municipality	Serviced Land Layer - Water	Serviced Land Layer - Sewerage
Brighton	Available	Available
Central Highlands	Available	Available
Clarence City	Available	Available
Derwent Valley	Available	Available
Glamorgan Spring Bay	Available	Available
Glenorchy City	Available	Available
Hobart City	Available	Available
Huon Valley	Available	Available
Kingobrough	Available	Available
Sorell	Available	Available
Southern Midlands	Available	Available
Tasman	Not Applicable	Not Applicable

The above schedule has been provided to inform customers as to the localities where Southern Water has already developed its Serviced Land boundaries. These Serviced Land boundaries will be available for inspection by customers at Southern Water’s Moonah Office

Customers are advised to contact Southern Water during business hours on 13MYWATER (13 6992) should they require further information regarding Southern Water’s Serviced Land boundaries.

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

