

ATTACHMENT C: DRAFT CUSTOMER  
CONNECTION POLICY

## Customer Connection Policy

### Aim

The aim of this policy is to:

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

This policy does not cover:

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

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

### Legislation

*Water and Sewerage Industry Act 2008*

*Water and Sewerage Industry (Pricing and Related Matters) Regulations 2011*

### Definitions

**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 policy, this applies to connection relocation or adjustment.

**Connection point** means:

- i) the point at which the customer's pipes connect with TasWater'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 2008*.

**Customer contract** means a contract between TasWater 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 2008*.

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

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

## 1. Policy

TasWater 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 TasWater'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;
- a TasWater Application for Water and Sewerage Connections form has been completed and submitted; and
- an applicant has paid the appropriate fees relating to connection as listed in TasWater's approved schedule of tariffs available on TasWater's website [www.taswater.com.au](http://www.taswater.com.au).

If these requirements are met, TasWater will effect the connection within 10 business days or such later date as agreed, consistent with the Customer Service Code.

Properties outside TasWater's serviced land may not be able to be serviced by TasWater'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 TasWater's serviced land, or whose property is partly outside the serviced land boundary, request connection to TasWater'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 TasWater's *Service Extension and Expansion Policy*, and TasWater's *Service Introduction Charges Policy*.

## 2. Costs

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

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

TasWater will install reticulated water and/or sewerage pipe work up to a standard connection point at the property boundary. A connection charge will be applicable for each service connection.

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 TasWater's *Service Extension and Expansion Policy* and TasWater's *Service Introduction Charges Policy*.

### Responsibilities

The Chief Executive Officer of TasWater is responsible for implementing this policy.

### Associated Documents / References

- TasWater's *Customer Charter*
- TasWater's *Service Extension and Expansion Policy*
- TasWater *Service Introduction Charges Policy*
- Tasmanian Economic Regulator – 2015 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 TasWater and this policy

*[Board Policy]* Approved by the Board at its meeting on ..... 2015.

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Chairman