

Connection Policy

Aim

The aim of this policy is to specify the circumstances in which TasWater will permit an owner of land that is within TasWater's serviced land to connect, relocate or adjust a connection to TasWater's water or sewerage infrastructure.

This policy does not cover situations where:

- a property is outside TasWater's serviced land; or
- a property within TasWater's serviced land is being subdivided; or
- 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 infrastructure and sewerage infrastructure and will be addressed under TasWater's *Service Extension and Expansion Policy* or 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

Code means the Tasmanian Water and Sewerage Industry Customer Service Code.

Certificate for Certifiable Work means a certificate referred to in section 56TC(3) or section 56TC(4) of the *Water and Sewerage Industry Act 2008* that is issued by TasWater under section 56TC of that Act.

Price and Service Plan means a price and service plan approved under section 65 of the *Water and Sewerage Industry Act 2008*.

Regulator means the Regulator referred to in section 11 of the *Water and Sewerage Industry Act 2008*.

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

Note: Information about TasWater's serviced land boundaries, including maps, is available on TasWater's website www.taswater.com.au and for inspection by customers at any of TasWater's offices. TasWater can also be contacted during business hours on 13 6992 for further information.

Standard water connection means a 20mm or 25mm residential water connection.

Standard sewerage connection means a 100mm residential sewerage connection.

Policy

Connection to TasWater's water infrastructure and/or sewerage infrastructure

TasWater will connect a property to its water infrastructure and/or sewerage infrastructure if the requirements for connection in the Code (including those under section 2.2.1 of the Code) are satisfied, and the following criteria are met:

- the property is within TasWater's serviced land; and

- a title must be issued for that property or consent received from the landowner; and
- if necessary, a Certificate for Certifiable Work has been issued; and
- a TasWater Application for Water and Sewerage Connections form has been completed and submitted by the applicant; and
- the applicant has paid, or has agreed to pay, all applicable fees and charges.

If these requirements are met, TasWater will connect to the property within ten (10) business days or such later date as agreed.

Relocation of a connection to TasWater's water infrastructure and/or sewerage infrastructure:

TasWater will permit an owner of land to relocate a water or sewerage connection on that land if the following criteria have been met:

- a Certificate for Certifiable Work has been issued;
- a TasWater Application for Water and Sewerage Connections form has been completed and submitted by the applicant; and
- the applicant has paid, or has agreed to pay, all applicable fees and charges.

Adjustment of a connection to TasWater's water infrastructure and/or sewerage infrastructure:

Adjustment includes downsizing and/or disconnection of a standard water connection and disconnection of a standard sewerage connection. TasWater will permit an owner of land to adjust a connection on that land if the following criteria have been met:

- a Certificate for Certifiable Work has been issued;
- a TasWater Application for Water and Sewerage Connections form has been completed and submitted by the applicant; and
- the applicant has paid, or has agreed to pay, all applicable fees and charges.

Connection, Relocation and Adjustment Costs

Costs for the water and sewerage works component of connections, relocations of connections and adjustments of connections are detailed in TasWater's Price and Service Plan 2015-18 approved by the Regulator and available on TasWater's website at www.taswater.com.au. These are in addition to any other fees and charges applicable under the Price and Service Plan, including:

- recurrent fixed charges and volumetric consumption charges in respect of the provision of water services and/or sewerage services to the property; and
- relevant development assessment fees.

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 – 2015-18 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*

Approved by the Board as its meeting on of 2015.

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Chairman