

DRAFT

POLICY



**Central
Tablelands
Water**

Rural Water Supply Policy

DOCUMENT CONTROL

Document Title		Rural Water Supply Policy			
Policy Number		CTW-PR004			
Responsible Officer		Executive Manager Operations & Technical Services			
Reviewed by		General Manager			
Date Adopted		March 2026			
Adopted by		Council			
Review Due Date		February 2030			
Revision Number		3			
Previous Versions	Date	Description of Amendments	Author	Review/ Sign Off	Minute No: (if relevant)
1	19/12/15				16/097
2	28/07/25	Revised to include ownership of supply and other updates	GM	Council	25/064
3	18/2/26	Full update to include water quality commentary and definitions	GM	Council	

PURPOSE

The purpose of this Policy is to outline clear guidelines for the provision of water from Central Tablelands Water (CTW) supply network to Rural customers.

SCOPE

This Policy applies to all Rural customers that are not located within the town and village limits. The Policy will apply to Central Tablelands Water (CTW) employees responsible for the assessment and approval of connection of Rural customers.

POLICY STATEMENT

CTW has a system that treats and provides water through its network that is compliant with the Australian Drinking Water Guidelines. Council is committed to providing affordable, quality drinking water to our customers in the CTW reticulated service areas.

This policy acknowledges the level of service that will be provided to rural customers relating to quality and availability of water.

POLICY OBJECTIVES

The objective of this policy is to:

1. Provide clear direction to how a rural property owner may access CTW water supply trunk mains (network) within the CTW serviced areas for the purposes of receiving water from CTW.
2. Provide appropriate controls for water connection to protect the intended water quality in the CTW network.
3. Provide clear indication of the water quality and supply performances for Rural customers.

POLICY DETAILS

1. This policy is applicable to properties that are located adjacent to a Council trunk water main, or properties that have a Council trunk water main running through them or those outside of a town or village 50km/hr area. This policy does not apply to properties within an identified reticulation serviced area. For the purposes of this policy, any property located outside of a town or village 50km/hr area will be referred to as a 'Rural Property and therefore a Rural Customer'.
2. The rural property owner is to make an application to connect a CTW service to the rural property and in doing so will agree to entering into a water supply agreement.
3. The water supply agreement may include restrictions regarding intended water use; for example using water to fill a dam or undertaking commercial irrigation activities would be an unacceptable use of the water supply.
4. CTW reserves the right to cease providing water or disconnect the service to a rural property for any breach of the water supply agreement. Any disconnection will incur a disconnection fee.

5. For the purposes of the water supply agreement CTW at its complete discretion can cease providing water to rural properties should the Drought Management Plan reach Level 5 or greater water restriction of water supply to reticulated services areas are enforceable.
6. CTW reserve the right to disconnect a rural property service if the connection is identified as having an unacceptable risk to the security and quality of the water supply.
7. Rural property connections will be limited to a 20mm service. Each property will be limited to one (1) service connection. The service connection will be metered with the meter being located within 1mtr of the property boundary along a road frontage, or by agreement if this is not achievable.
8. The rural property owner agrees to fully protect the service connection and any other CTW assets required to provide the service. The property owner must ensure the service remains readily accessible for the purposes of meter reading or servicing of equipment by CTW staff or its approved contractor.
9. The rural property owner will be subject to all costs associated with providing the service connection to the property, including the developer charges for 1 Equivalent Tenement.
10. Council cannot guarantee continuity of supply. On-site storage with a minimum capacity of 20 kilolitres must be installed. The property owner is responsible for determination of the capacity of the storage tank if greater than 20kL is required, including the location and maintenance of the storage tank. The infrastructure between the CTW service connection and the consumer's on-site storage tank is the sole responsibility of the property owner, including any maintenance requirements of this infrastructure.
11. The pipeline feeding from the service connection to the tank is to discharge only to the top of the storage tank. A minimum 100mm airgap must be maintained between the inlet point of the storage tank and the tank overflow. The water supply is required to be directly connected from the service connection point to the storage tank with a single supply line. No connections in any form are permissible in the supply line between the water meter and the storage tank.
12. As Rural properties are classified as high risk for cross contamination due to use of hazardous chemicals and connection to livestock facilities, a back flow prevention device may also be fitted to the service. This device is to safeguard against contaminated water from re-entering our potable water network. The responsibility of costs for testing and maintaining this device is the sole responsibility of the property owner.
13. A pressure reducing valve and/or a flow control device of ~6.3 L/min may be required for the service connection to the rural property. The responsibility and costs for maintaining and replacing these devices is the sole responsibility of the property owner.
14. The Rural property owner accepts that water supplied by CTW in its trunk mains may not meet Australian Drinking Water Guidelines in regard to chlorine residual. Therefore CTW cannot guarantee that the water provided to Rural Properties is safe for human consumption without suitable onsite treatment prior to drinking.
15. The water supply is made available for domestic purposes and/or the watering of livestock.
16. Where the private installation is required to cross over other privately owned land, that owner's written permission is to be submitted to CTW prior to the supply being connected.
17. Where the private installation is required to be placed in a road or rail reserve, the Local Council or authority responsible is to be consulted and any required conditions complied with. Council is to be provided with the authority's written permission for the work proposed, prior to the supply being connected.

18. The property owner is responsible for the maintenance and operation of the water supply from the meter into the property. Council will not accept any responsibility for the loss of water or resultant cost from after the installed meter.
19. In addition to the above conditions, contained in clauses 1 to 18, Council reserves the right to alter or amend any of the conditions of supply in line with changing standards and policies. Failure to abide by any of these conditions in the future may lead to Council refusing to continue to supply the property with water.
20. A Rural Customer that receives water from CTW is deemed to have entered into a water supply agreement in accordance with this policy or any future revisions.

DEFINITION

Reticulated Services Area: This applies to the CTW pipe network that is within a town or village 50km/hr area and where water is supplied from a Reservoir to consumers.

Trunk water main: A large water pipe used to convey treated water from a water treatment plant to a reticulation network.

POLICY REVIEW

This policy will be reviewed each Council term or more frequently if needed, with reference to any relevant legislation, best practice guides, or other related factors.

REFERENCES

- Local Government Act 1993
- Local Government (General) Regulation 2005
- Rural Water Supply Connection Form

VARIATION

Council reserves the right to review, vary or revoke this policy.