

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	17 June 2026				
Adopted by	Council				
Review Due Date	June 2030				
Revision Number	4				
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	Nil
4	20/4/26	Updated definition of 'Non-Potable' for water quality purposes and overall revision	GM	Council	26/035

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 only.

SCOPE

This Policy applies to all rural customers located outside an adopted reticulated service area. The town or village 50 km/hr zone is used by CTW as an indicative operational marker but is not determinative where CTW has otherwise identified the applicable reticulated service area.

POLICY STATEMENT

CTW operates a water treatment and distribution system that supplies treated water through its network to towns and villages. In these reticulated service areas, the water is managed to be compliant with the Australian Drinking Water Guidelines, and Council is committed to providing affordable, quality drinking water to its customers.

The same treated water is supplied through Council's network to rural customers. However, due to the extended distances water travels through trunk mains, rural pipelines and the low demand at rural properties, Council cannot guarantee that disinfection is maintained to the customer's meter. Council acknowledges that the level of service provided to rural customers differs in relation to water quality assurance and availability. Accordingly, the supply of water to rural customers is classified as a Non-Potable Water Supply.

CTW's statutory obligations under the Public Health Act 2010 (NSW), Public Health Regulation 2022 (NSW), CTW's Drinking Water Management System and any applicable Quality Assurance Program remain unaffected. However, rural connections governed by this Policy are not supplied as a guaranteed potable service at the customer meter and must not be used for drinking, food preparation, personal hygiene or internal domestic uses unless independently treated and managed by the customer as appropriate.

For the avoidance of doubt, the following conditions apply to the operation of this Policy and all connections governed by it:

- a) Water supplied through rural, trunk-main, or unreticulated connections governed by this Policy is non-potable and is not guaranteed to meet the Australian Drinking Water Guidelines. Such water is not fit for direct human consumption, drinking, or food preparation.
- b) This Policy does not of itself retrospectively invalidate any formal connection approval, entitlement, water supply agreement, or lawful use existing before 1 July 2026.
- c) Nothing in this Policy authorises, permits, or should be taken to endorse the use of water from these rural, trunk-main, or unreticulated connections for drinking or human consumption.

- d) Existing and new customers supplied via these connections are expressly advised that the water is supplied under this policy as non-potable water and may lack adequate disinfection residuals for drinking purposes and may pose a risk to human health if consumed. Accordingly, customers must take appropriate independent steps to protect their health, including the provision and maintenance of an alternative, independent supply of potable water suitable for drinking and food preparation.
- e) CTW reserves the right to take regulatory action, issue compliance directions, or impose operational requirements where necessary to address risks to public health or protect the integrity of the broader water network, in accordance with applicable local government and public health legislation.

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 non-potable water from CTW.
2. Provide appropriate controls for a water connection to protect the water quality in the CTW network.
3. Provide clear indication of the non-potable 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 reticulated service 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 enter 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 cannot assure ongoing disinfectant residuals or potable water compliance at rural connections. Guaranteeing a residual would require operational control and monitoring that is not practically or economically feasible. The rural property owner accepts that water supplied to rural customers by CTW in its trunk mains or a pipe network outside of a reticulated service area within a town or village 50km/hr area may not meet Australian Drinking Water Guidelines in regard to chlorine residual. Therefore, the water provided by CTW to rural customers is considered non-potable and is not suitable for human consumption including drinking, food preparation, personal hygiene, or other domestic internal uses.
5. The water supply is made available for non-potable external rural property uses, stock watering and other approved uses only, excluding drinking, food preparation, bathing, showering, personal hygiene and internal household uses.

6. 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.
7. 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 to reticulated service areas.
8. CTW reserves 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. As rural properties are classified as high risk for cross contamination due to potential 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 re-entering Council's treated water network, including parts of the network used to supply potable water. The responsibility and costs for testing and maintaining this device are the sole responsibility of the property owner.
15. 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. These devices will ensure the supply does not impact on the urban reticulated supply systems. The responsibility and costs for maintaining and replacing these devices are the sole responsibility of the property owner.
16. Where a 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 a 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.

DEFINITION

Reticulated Service Area:

Reticulated Service Area means an area identified by CTW as receiving a standard potable reticulated water service, generally within town or village 50km/hr limits, as determined by CTW.

Trunk water main:

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

Non-Potable Water Supply:

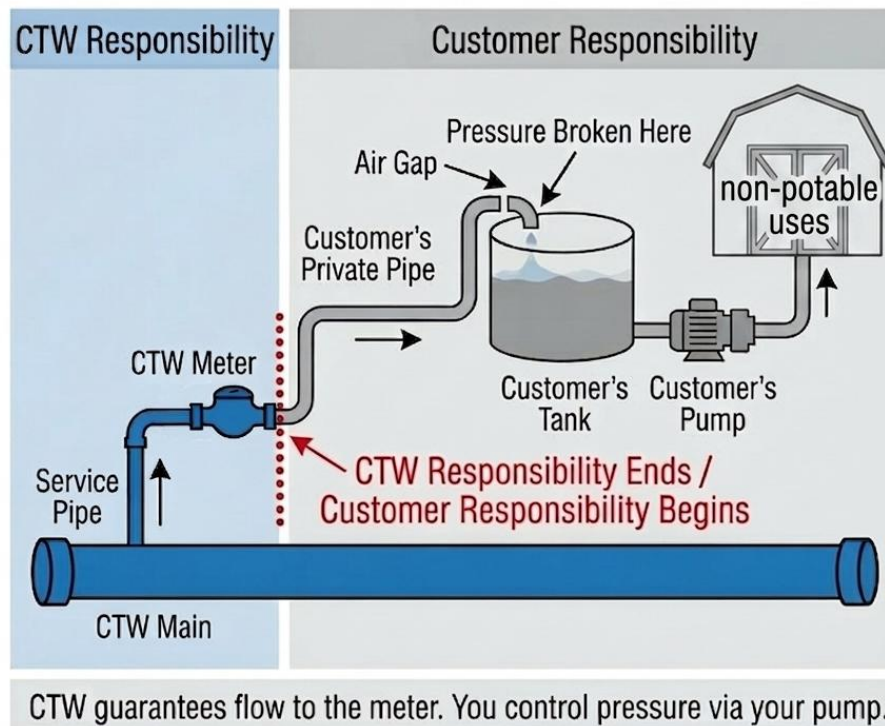
Water supplied by Central Tablelands Water to rural customers is classified as non-potable and is not intended or suitable for drinking, food preparation, personal hygiene, or other domestic internal uses without additional treatment.

Customers receiving a non-potable water supply are responsible for ensuring the water is not used for drinking or other potable purposes and for maintaining appropriate on-site controls to prevent inadvertent or improper use.

Rural customers are encouraged to seek guidance from NSW Health, including the water quality resources available on its website, to assist in understanding suitable on-site controls measures and management options.

Where Your Service Begins

Rural/Tank Fill Service (Volume Supply)



Customer Responsibility (All pipes, tanks, and pumps after the meter)

CTW Responsibility (The Main, Service Pipe, Meter)

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. This policy does not replace CTW's DWMS/QAP review, monitoring or reporting obligations.

REFERENCES

- Local Government Act 1993
- Local Government (General) Regulation 2005
- Public Health Act 2010 (NSW)
- Public Health Regulation 2022 (NSW)
- Australian Drinking Water Guidelines (ADWG)
- CTW Drinking Water Management System (Quality Assurance Program)
- Rural Water Supply Connection Form

VARIATION

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