

Non-standard water service

Shire of Dumbleyung – August 2023

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What is a non-standard water service (NSWS)



Our water supply network spans thousands of kilometres across WA. For this reason, we can't always guarantee standard water quality, pressure, or a continuous water supply to some properties.

When water supplied to a property no longer meets the level of service required under Water Corporation's operating license, a non-standard water service notification is issued. The notification outlines the conditions under which we will supply water to the customer's property. Conditions can relate to non-standard water quality, water pressure, flow rate and/or continuity of supply.

Why are we contacting customers now?

A recent internal review of all properties that are supplied via a NSWS identified some properties need changes made to their non-standard conditions.

This review highlighted that some customers have not received any written communication about their NSWS from Water Corporation, or if they have, it has been a considerable time since they received this information.

Shire of Dumbleyung:

- Shire properties: Moulyinning Town Hall, Nippering Cemetery and Kukerin Cemetery
- CBH property
- 5 residential properties

NSWS conditions



NSWS Condition	Explanation
Water quality	Condition changing to 'Treat before use', customers must treat their water before using for potable purposes. (cont. next page)
Continuity	Interruptions to water supply may occur without notice. Customers are encouraged to have their own water storage to be self-reliant for up to two days.
Water pressure	Water pressure may be poor or fluctuate.
Flow rate	The property may receive a flow rate that is lower than the standard flow rate. We may restrict the flow to selected properties to ensure all properties in the area can access water during periods of high demand.
Farmlands	Our farmlands scheme is designed to deliver a limited allocation of water to properties serviced by the scheme. Due to the extensive nature of the scheme, we cannot guarantee pressure, flow rate or the continuous supply of water to these properties.

Treat before use water supply



The water supply is from a drinking water source, and it has originally been treated to a drinking water standard. However, by the time the water reaches the property the water may not comply with the microbiological provisions of the Australian Drinking Water Guidelines.

Chlorine residuals are dependent on factors such as distance from treatment, water usage, the location of the pipe (above or below ground) and temperature. Chlorine residuals reduce and are less effective when water becomes stagnant in a pipe and are exposed to heat, such as on hot summer days. If we cannot guarantee chlorine residuals will be effective at all times, we change the water quality classification to 'Treat before use'.

The water must be treated before it can be used for domestic purposes, including for drinking, ice, food or beverage preparation, bathing, showering or any other purpose which may result in water being consumed or inhaled.

Customers are encouraged to contact the Department of Health for advice on how to test and treat their water.

NSWS notification



Non-Standard Water Service Notification (Existing Service)

In some circumstances, we are unable to provide a water supply that meets the standard level of service required by our Water Services Licence for urban areas. When this occurs, we provide details of the water you will be receiving, and the conditions on which water is supplied to your property. This document is called a Non-Standard Water Service Notification (NSWSN). The conditions below will apply to Water Corporation's provision of water service to your property.

Owner Name:	Account Number:
Property Address:	

1. What type of Non-Standard Water Service do I have?

The table below identifies the reason your water service is non-standard. Unless otherwise indicated, the water being provided to you is potable and complies with the microbiological provisions of the Australian Drinking Water Guidelines.

Non-standard	Comments
<input type="checkbox"/> Water is non-potable	The water supply is from a non-drinking water source and is non-potable. The water is intended to be used as a supplementary water supply. You must not use the water for domestic purposes, including for drinking, ice, food or beverage preparation, bathing, showering or any other purpose which may result in water being consumed or inhaled.
<input type="checkbox"/> Water is untreated (raw)	The water supply is from a drinking water source however it is untreated and does not fully comply with Australian Drinking Water Guidelines. You must not use the water if you wish to use the water for domestic purposes, including drinking, making beverages, ice or food preparation, bathing, showering or for any other purpose which may result in the water being consumed or inhaled.
<input type="checkbox"/> Water is potable (i.e. drinkable) only when treated	The water supply is from a drinking water source and it has originally been treated to a drinking water standard. However, the water may not comply with the microbiological provisions of the Australian Drinking Water Guidelines. You must treat the water if you wish to use it for domestic purposes, including for drinking, ice, food or beverage preparation, bathing, showering or any other purpose which may result in water being consumed or inhaled.
<input type="checkbox"/> Water pressure	The water pressure for your service may: <ul style="list-style-type: none"> <input type="checkbox"/> Exceed 100m of water ► It is strongly recommended that you consult a licensed plumber to ensure that your current plumbing arrangements are suitable. <input type="checkbox"/> Be below 15m of water <input type="checkbox"/> Be below 13m of water In comparison to the minimum standard of 15m of water for a Perth Metropolitan Area property and 13m of water for a Country Urban Area property. Note: This pressure is in the vicinity of the water meter and the pressure at your point of use may be different due to the size, length and configuration of your internal plumbing and difference in ground elevation.
<input type="checkbox"/> Flow rate	The flow rate for your water service will be [] In comparison to a standard level of service for a residential lot, which is a minimum flow rate of 20 litres per minute.
<input type="checkbox"/> Continuity	Your service may be interrupted without notice. You should be prepared to call for a potential interruption to supply of up to two days.
<input type="checkbox"/> Meter not located on property	Your water meter is not located on your property as your property is not adjacent to a water main. Your property is connected to the water main via a privately owned pipe. As the property owner, you are responsible for the maintenance and repair of the pipework between the meter and your property.

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any visitor, tenant, or occupier of the property of any applicable water quality permitted and non-permitted uses of the water.

the property, you must inform prospective buyers that the water service is not fit to be the owner's responsibility to inform potential purchasers of the Non-Service conditions.

Water Corporation, or ensure Water Corporation is allowed, to install and/or meter to measure the quantity of water supplied to the property.

Water Corporation you must install and annually test appropriate property boundary (on devices) to the Non-Standard Water Service to your property in accordance D3.1 and AS/NZS 2945. Following any such advice it is recommended that you get a plumber or hydraulic consultant to select the appropriate type of backflow preventer for your property's assigned risk rating. The type of backflow prevention test may impact the water pressure and/or flow rate.

Water Service will continue in accordance with this Notification until other you consent later action under this section.

It can vary the conditions in this Notification, being the conditions on which the later Service is provided to you, or terminate the provision of this Non-Standard water notice to you in writing. This may occur in circumstances where a standard available and Water Corporation elects to discontinue provision of this Non-Service. It may also occur where Water Corporation can no longer provide this later Service to your property.

Water Corporation.

for loss, damage or inconvenience suffered because of provision of this Non-Service, without limitation, loss, damage, or inconvenience which results from the option to, or discontinuation of, the service, the effects of air trapped in pipes, supply.

refers to all water supply pipework and fittings on your property's side of Water meter.

liable for the maintenance of all internal plumbing and any water loss due to a leak internal plumbing.

all plumbing on land that you do not own, you must have an approved assessment made from the owners of that land (including reserve or unallocated crown land) if the internal plumbing is placed in the centre of the easement, and provide a permit to Water Corporation upon its request.

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provided to the property is a non-standard water service, Water Corporation may on order section 70A of the Transfer of Land Act 1993 (TOLA) on the certificate of title to ensure prospective purchasers are adequately notified of the non-standard water service.

notification is able to be, or is required to be, removed from your certificate of title you written notification and will lodge this on your behalf. Charges section 70A is removed at your resignation.

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for you would like your water service disconnected, Water Corporation will be service subject to the conditions in this Notification. By continuing to accept the later conditions.

Rescindable all previous agreements or Notifications regarding your water service, it between you and Water Corporation for your water service.

you are the owner. If there are multiple property owners, you agree below has authority to sign on behalf of all property owners

Date: _____

you are a company

section 127(1) of the Corporations Act 2001 (Cth):

Director/Company Secretary

Print Name

Date

corporation by its duly authorised representative

Date _____
 Title _____
 Mr - Billing Services & Solutions

FOR A COPY OF THIS DOCUMENT FOR YOUR RECORDS

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A NSWS notification clearly outlines the conditions that will be added to the properties non-standard water service. It also lists the responsibilities of the property owner.

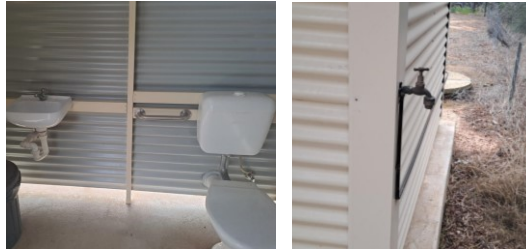
To confirm a property owner has read and understood the notification, we ask for one copy of the notification be signed and returned, and one copy be retained by the property owner for their records.

Information fact sheets are also provided with the notification with more detail around the conditions that apply to the properties.

Nippering Cemetery

WAGIN-DUMBLEYUNG RD NARROGIN FL LOT RES 9943

Account number: 9007806411



New NSW Conditions

- **Water quality:** Condition changing to 'Treat before use'
- **Continuity**
- **Water pressure**
- **Water flow**
- **Farmlands**

Onsite toilet, hand basin and tap.

Consistently low water usage, although there is the potential for the public to use water for drinking.

Options for this water service:

1. Install a water treatment option (WC to provide financial support to install, Shire to manage ongoing costs for maintenance. Signage installed in the interim to discourage water consumption)
2. Install signage at tap 'Water not for consumption'
3. Disconnect service
4. No treatment, EHO to monitor the water quality by regular sampling

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Kukerin Cemetery

BENNETT ST NARROGIN FL LOT 15868 RES 16502

Account number: 9007808855



New NSW Conditions

- **Water quality:**
Condition changing to 'Treat before use'
- **Continuity**
- **Water pressure**
- **Water flow**

Suspected there is an onsite toilet, hand basin and tap – Shire to confirm.

Occasional water usage, although there may be the potential for the public to use water for drinking.

Options for this water service:

1. Install a water treatment option (WC to provide financial support to install, Shire to manage ongoing costs for maintenance. Signage installed in the interim to discourage water consumption)
2. Install signage at tap 'Water not for consumption'
3. Disconnect service
4. No treatment, EHO to monitor the water quality by regular sampling

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Moulyinning Town Hall

MCKENZIE ST MOULYINNING LOT 19-20 RES 15904, 21

Account number: 9007708053



Typically, low water usage, hall is available to hire to the public. Town Hall also includes public toilets in a separate building.

New NSWS Conditions

- **Water quality:** Condition changing to 'Treat before use'

Existing NSWS Conditions

- **Continuity**

Advice from the EHO:

- Water sampling to determine the current quality of the water
- Provide treatment advice
- Provide an indication on how much ongoing costs would be

Support from Water Corporation:

- Provide bottled water for use while treatment option is being arranged
- Arrange signage for the hall, to notify the public to drink bottled water provided
- Provide messaging for the Shire when bookings are made and to inform the Moulyinning public to use bottled water provided

Next steps for the Shire:

1. Determine the most appropriate onsite water treatment option.
2. Obtain a quote from a licensed plumber or supplier for the installation of the water treatment option and provide to Water Corporation for the arrangement of funds.
3. Arrange for installation of water treatment option on site.

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