

CUSTOMER CONNECTION POLICY



AIM

This policy will:

- a) Outline requirements for persons seeking to connect, relocate or adjust a property service connection to Ben Lomond Water's water and sewerage infrastructure; and
- b) Articulate what Ben Lomond Water determines as its Serviced Land and therefore where a connection can be made at the service standards outlined in Ben Lomond Water's Customer Charter¹.

This policy considers connection to property lots within Serviced Land. It does not cover the instances where infrastructure extension or expansion is required to property outside of the Serviced Land area, where property within Serviced Land is being subdivided or where there is a change in land use within Serviced Land. These instances have the potential for adding additional load on the design capacity of water and sewerage infrastructure and will either be dealt with on a supply by agreement basis or under Ben Lomond Water's Extension Policy.

LEGISLATION

This policy is a requirement under Section 56U of the *Water and Sewerage Industry Act 2008* and is used as a signal to potential customers as to where they can expect a standard connection to be provided at the property boundary.

DEFINITIONS

- a) **Connection Point**, means
 - i) the point at which the customer's pipes connect with Ben Lomond Water's water infrastructure or sewerage infrastructure; or
 - ii) such other point as may be prescribed in the *Water and Sewerage Industry (General) Regulations 2009*².
- b) **Property Service Connection – Water**; means the installation/alteration of a connection joining Ben Lomond Water's water infrastructure to a customer's pipes, thus forming a connection point;

¹ Ben Lomond Water has to have a Customer Charter in place by 1 October 2010 following approval of the Charter by the Economic Regulator.

² Currently the Regulations do not provide any further definition of Connection Point.

- c) **Property Service Connection – Sewer;** means the installation/alteration of a connection joining Ben Lomond Water's sewerage infrastructure to a customer's pipes, thus forming a connection point;
- d) **Serviced Land,** means a description of land, whether identified by individual title or by locality, Ben Lomond Water will permit to be connected to its water infrastructure or sewerage infrastructure.

BACKGROUND

Ben Lomond Water is in the business of providing water and sewerage infrastructure with the intent to connect customers. The infrastructure is designed to achieve identified standards of service at the boundary of a property, to the extent the property sits within Serviced Land.

Ben Lomond Water is in the process of implementing several layers on its Geographic Information System (GIS) to aid communication of Ben Lomond Water's Serviced Land to customers and helps manage expectations where Ben Lomond Water can and cannot supply water and sewerage property services.

The Serviced Land boundaries will be available for inspection by customers at Ben Lomond Water's Charles Street Office. Customers are advised to contact Ben Lomond Water during business hours on 13MYWATER (13 6992) should they require further information regarding Ben Lomond Water's Serviced Land.

Please see schedule A for the Serviced Land layers that have been defined. *This schedule is currently under development and will be updated periodically.*

Customers should have a reasonable expectation that a standard connection will be available when the property is located within Ben Lomond Water's Serviced Land. However, customers should note that some limitations might apply. For example, the Serviced Land boundary may pass through the middle of a property and applicants for a connection should be aware of reduced supply characteristics outside the Serviced Land boundary (e.g. water pressure may not be available above a certain elevation on a block that the Serviced Land boundary intersects). Ben Lomond Water's Serviced Land boundaries therefore form part of this policy. The boundaries will be dynamic and will move as the capacity of the system evolves.

PROPERTIES ENTITLED TO A PROPERTY SERVICE CONNECTION

Where, immediately prior to 1st July 2009, a customer of a council or bulk water authority was connected to its water or sewerage infrastructure that, from 1st July 2009, has been transferred to Ben Lomond Water, Ben Lomond Water will continue to provide that water or sewerage service, unless varied by a customer contract.

For properties to be connected to Ben Lomond Water's reticulated water and sewerage infrastructure they must meet the connection requirements in the Customer Service Code and must comply with the following criteria:

- a) The property is within Ben Lomond Water defined Service Land;
- b) A title must be issued for that property or consent received from the landowner;
- c) A Certificate for Certifiable Work has been obtained, if necessary;
- d) An application for Water and Sewerage Connection must have been completed; and
- e) An applicant has paid the appropriate fees relating to connection.

It should be noted that properties outside the Serviced Land boundaries cannot be serviced by Ben Lomond Water infrastructure, or cannot be serviced to identified standards of service and thus cannot be guaranteed supply. Should a single property owner request property service connection outside of the Serviced Land boundary, a case by case assessment will be made both in terms of ability to connect and any costs of connection. Proposed development outside of the Serviced Land boundary will be dealt with under Ben Lomond Water's Extension Policy.

Ben Lomond Water reserves the right not to enter supply agreements with property owners with land located outside of Serviced Land area.

COSTS ASSOCIATED WITH PROPERTY SERVICE CONNECTION

The conditions that apply are:

Where an application is made for a connection to a property which Ben Lomond Water has identified to be within Serviced Land and the requested connection point has:

- i) an accessible service main passing the property, or
- ii) the property is being charged a relevant service charge which Ben Lomond Water inherited prior to 1 July 2009,

Ben Lomond Water will provide a standard connection point at the property boundary. The applicant shall be liable for:

- a property service connection charge (water and/or sewerage).

It should be noted, where there are instances of connection that cannot be made with conventional excavation techniques there may be additional charges applied.

The above costs are in addition to the recurrent annual fixed charges and/or volumetric consumption charges payable in respect of the service.

APPLICATION AND GENERAL PRINCIPLES

Ben Lomond Water is committed to providing access to affordable water supply and sewerage services to its customers. This connection policy only applies within the Northern Region.

RESPONSIBILITIES

The Chief Executive Officer is responsible for implementing this policy.

REFERENCES

Customer Service Charter

Tasmanian Water and Sewerage Industry Customer Service Code

Interim Price Order, 1 July 2009

Water and Sewerage Industry Act 2008

Approved by the Board on 1 July 2010

Signed:



Chief Executive Officer

Schedule (A) – Defined Serviced Land Layers, effective 1 July 2010

Municipality	Serviced Land Layer - Water	Serviced Land Layer - Sewerage
Break O' Day	To be developed	To be developed
Dorset	To be developed	To be developed
Flinders Island	To be developed	N/A
George Town	To be developed	To be developed
Launceston City	To be developed	To be developed
Meander Valley	To be developed	To be developed
Northern Midlands	To be developed	To be developed
West Tamar Council	To be developed	To be developed

The above schedule has been provided to inform customers as to the localities where Ben Lomond Water has already developed its Serviced Land boundaries. These Serviced Land boundaries will be available for inspection by customers at Ben Lomond Water's Charles Street Office

Customers are advised to contact Ben Lomond Water during business hours on 13MYWATER (13 6992) should they require further information regarding Ben Lomond Water's Serviced Land boundaries.

Appendix 1 – Diagram of a Typical Property Services Water Connection

