

# Redland Water

# Water Netserv Plan

PART A



## Version Control

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## Executive summary

Redland Water (RW) recommenced operations on 1 July 2012 as a commercial business unit of Redland City Council (RCC). As a south-east Queensland (SEQ) service provider, the *South-east Queensland Water (Distribution and Retail Restructuring) Act 2009* requires RW to have a *Water Netserv Plan* from 1 October 2014. The *Water Netserv Plan* must be consistent with the SEQ Regional Plan and with the planning assumptions for RCC. The *Water Netserv Plan* will be the key strategic document outlining the services RW provides and will guide the delivery and operation of its infrastructure. The *Water Netserv Plan* comprises the following two parts:

- **Part A** – contains public information concerning RW’s water and wastewater services;
- **Part B** – comprises an internal planning document to inform RW’s overall strategic direction.

RW is committed to providing its customers with highly efficient water and wastewater services. This *Water Netserv Plan – Part A* establishes the background and context for RW’s business, together with the infrastructure planning and development activities which are critical to meeting its customer commitments. It provides an overview of the following:

- RW’s vision, mission, role within the SEQ water grid and key stakeholders;
- the alignment between the *Water Netserv Plan* and RW’s corporate strategies and goals;
- RW’s core products and services, connection areas and service standards;
- the types of connections available and associated conditions of use;
- the demand management activities used to manage water consumption by the community;
- the charges to RW’s customers in order to provide the products, services and infrastructure;
- planning activities employed to support growth and sustainability across the region;
- existing infrastructure, together with related key performance indicators; and
- the capital works program and major projects planned over the near future.

## 1. Redland Water

Redland Water is a commercial business unit of RCC and recommenced operations on 1 July 2012. Its primary functions are to provide its customers with safe, reliable and high quality water services, as well as to collect and treat wastewater. RW is also responsible for charging customers for water and wastewater services.

RW owns, operates and maintains assets currently valued at around \$724 million. This will grow with an additional \$15 million growth related capital expenditure by 2020-21. This continued investment in water and wastewater infrastructure reflects the need to meet the requirements of a growing population, which is projected to be around 188,000 people by 2041.

### 1.1 Redland City Council

RCC in SEQ consists of 537 square kilometres comprising mainland and island communities (with approximately 9,769 hectares of bushland under conservation). It is located on Moreton Bay and borders Brisbane City, Logan City and Gold Coast City Councils. Its economy consists of retail, health and community, education, manufacturing and tourism.

### 1.2 Redland City Council vision, mission, values and outcomes

As a business unit of RCC, RW aligns with RCC's vision, mission and value statements as set out in the *Redland City Council Corporate Plan 2015-2020*<sup>1</sup> which provides the following vision, mission and value statements:

#### **Vision**

Forward thinking, engaged and focused on enriching community lifestyles.

#### **Mission**

Make a difference, make it count.

#### **Values**

We deliver on our commitments and provide excellent customer service.

We co-operate and collaborate within and across teams. We support our people to perform at their best.

We take ownership of our responsibilities. We are professional and ethical in all we do.

We challenge ourselves to deliver better value for money. We will be better tomorrow than we are today.

We are open, honest and constructive in all communications.

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<sup>1</sup> Redland City Council Corporate Plan 2015-2020 –

[https://www.redland.qld.gov.au/info/20226/council\\_plans\\_and\\_financial\\_information/423/corporate\\_plan](https://www.redland.qld.gov.au/info/20226/council_plans_and_financial_information/423/corporate_plan)

## Key Outcomes of the Corporate Plan

- Healthy natural environment
- Green living
- Embracing the bay
- Quandamooka country
- Wise planning and design
- Supportive and vibrant economy
- Strong and connected communities
- Inclusive and ethical governance

### 1.3 Redland Water – strategic alignment

The RCC corporate plan is directly linked to all council's long-term, strategic planning documents. This ensures a clear link exists between community needs and expectations, corporate strategic direction and priorities, policy and day-to-day activities. The link is described in the corporate plan by the following diagram:



The relationship between the RCC long-term strategic planning documents and the *Water Netserv Plan* is indicated in the following diagram:



Although not shown above, the RW *Water Netserv Plan* will also be cognisant of RCC's *Total Water Cycle Management Plan (TWCM Plan)*.

In order to address key result areas within RCC's 8 corporate plan objectives, RW will strive to achieve the following goals:

- supply healthy water in an ecologically sustainable manner by planning, designing, constructing, operating and maintaining a high quality water distribution system; and
- process wastewater in an ecologically sustainable manner by planning, designing, constructing, operating and maintaining a system for the collection, treatment and disposal of wastewater and biosolids.

RCC strategies such as the *Asset Management Strategy*, (draft) *Redland City Plan*, *TWCM Plan* and *Financial Strategy 2016-2022* will be key documents to drive RW towards achieving its goals.

## 1.4 Redland Water's stakeholders

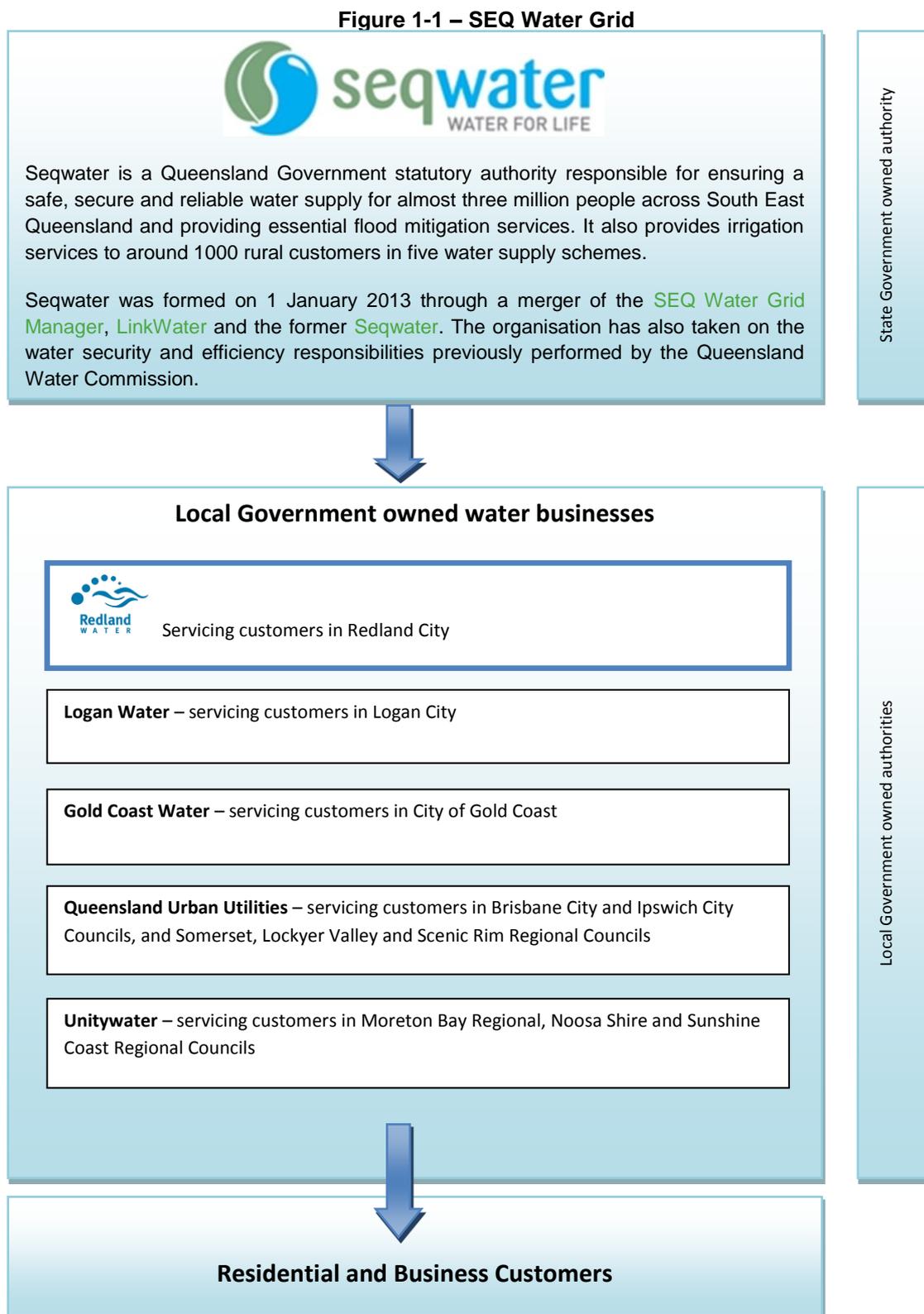
RW places great importance on engaging with stakeholders, as well as maintaining and strengthening current relationships to improve the way it operates. Table 1-1 outlines a number of its key stakeholders and the associated requirements.

**Table 1-1 – Key stakeholders and their requirements**

STAKEHOLDERS	REQUIREMENTS
Redland City Council	Satisfying RCC's needs for returns on investment support for local economic development and growth, as well as providing safe, quality water and wastewater products and services.
Customers	The customer is at the core of everything RW does and delivering high standards of customer care is critical. This is reinforced through its decision-making and actions which focus on outstanding commitment to customer service through connectivity with the community.
State government	The Queensland government is looking for investments based on commercially sound decisions which will deliver infrastructure more efficiently, compliance with legislative and regulatory requirements and a balanced approach between meeting funding requirements for future investment and socially and economically sustainable price increases.
Industry	<p>At a strategic level, RW's affiliation with local and state government departments will allow it to understand legislative and regulatory requirements to ensure it continually meets its responsibility to protect the environment and support sustainable practices.</p> <p>Within the industry, its relationship with participants of the SEQ water grid, fellow water businesses (Queensland Urban Utilities and Unitywater, City of Gold Coast and Logan City Council), developers, suppliers, industry associations and community reference groups will allow it to collaborate to work towards achieving common goals.</p>

## 1.5 Redland Water's role in the SEQ water grid

RW is one part of an extensive water grid operating in SEQ. Figure 1-1 shows its relationship with the other participants, in their roles, as they currently exist.



<sup>2</sup> Sourced: <http://www.seqwater.com.au/> accessed 15/01/13 at 10:09am.

## 2. Redland Water's products and services

RW is responsible for the provision of water and wastewater services to consumers throughout the Redland local government area. Its core products and services include:

- drinking water supply;
- non-Class A+ recycled water supply;
- wastewater collection and treatment; and
- trade waste management.

### 2.1 Drinking water

RW distributes drinking water to around 65,000 properties via a network of reservoirs, pump stations and mains. This water is sourced from Seqwater, which owns dams, water treatment plants, reservoirs and the Gold Coast desalination plant and bulk transport mains. Seqwater determines the applicable source to be used based on the overall water security requirements for the region.

To ensure water quality meets applicable standards and guidelines, all drinking water service providers, including Seqwater and RW are required to have an approved Drinking Water Quality Management Plan (DWQMP) in place. These plans are reviewed and approved by the regulator administering the *Water Supply Safety and Reliability Act*.

### 2.2 Special health needs

Customers have a right to register with RW if there is a need for water to maintain life support, such as a dialysis machine. Customers may also register other special medical needs.

RW maintains a register of residential properties and hospitals that operate dialysis machines. This information is available to our Operations personnel to ensure a continuous supply of drinking water is maintained (if necessary) at these locations. The water meter is coloured blue to denote these properties in the event of a burst water main or a planned shutdown of the water supply for maintenance purposes. Temporary alternative water supply may be provided from a drinking water tanker or by connecting the property to water supply from a nearby water main. If the situation becomes life threatening, emergency services should be called immediately on 000. To obtain a copy of RW's policy and guidelines<sup>3</sup> concerning the management of dialysis remissions or to register any special health needs, customers should contact Council's Customer Service team.

### 2.3 Recycled water

Recycled water is wastewater that has been filtered and disinfected. Capalaba and Victoria Point wastewater treatment plants (WWTPs) both have Class A.

Class B recycled water is supplied to the Redland Bay golf course from the Victoria Point WWTP. Cleveland and Capalaba WWTPs have the facilities to supply recycled water to customers via tanker filling stations.

Excess recycled water that is not re-used by RW's recycled water customers is released to the environment in accordance with development approval and release limits.

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<sup>3</sup>Water Charge Remissions for Home Dialysis Machine Users

[https://www.redland.qld.gov.au/download/downloads/id/344/water\\_charge\\_rebate\\_for\\_home\\_dialysis\\_machine\\_users\\_-\\_pol-0027.pdf](https://www.redland.qld.gov.au/download/downloads/id/344/water_charge_rebate_for_home_dialysis_machine_users_-_pol-0027.pdf)

**Table 2-1 – Allowable and non-allowable uses for non-Class A+ recycled water**

ALLOWABLE USES	NON-ALLOWABLE USES
Irrigation of parks, gardens and ovals Irrigation of playing fields and golf courses Irrigation of roadside plants Dust suppression on construction sites and roadworks	Drinking Cooking and kitchen purposes Toilet flushing Fire fighting Personal washing (baths, showers, bidets, basins) Washing clothes Washing cars Swimming pools and spas Recreation (playing under sprinklers / water toys) Water source for pets and livestock Commercial or industrial food processing Filling ponds, lakes, water bodies and tanks

## 2.4 Wastewater collection and treatment

RW owns and operates 7 WWTPs which treat incoming wastewater collected from almost 50,000 properties across the existing wastewater connection area via a network of pump stations and mains. Each year, these treatment plants collectively process around 9,500 megalitres of wastewater. The majority of the treated wastewater is released to the environment in accordance with relevant development permit conditions. However, approximately 1.2% of the treated water is recycled and provided to customers as Class B recycled water.

RW operates its WWTPs in accordance with conditions of approval, relevant guidelines and policies and its general environmental obligations under the *Environmental Protection Act 1994*. Substantial equipment, systems and processes are used at each of the WWTPs to minimise the risk of wastewater overflows and to control odour. Comprehensive testing and analysis of wastewater is regularly undertaken to monitor quality. A stringent reporting regime is in place for identified non-compliances with quality requirements. Extensive incident management plans have also been established should an event occur which may impact on the environment and/or public health and safety.

## 2.5 Trade waste management

Trade waste is water-borne waste from business, trade or manufacturing premises, other than waste that is a prohibited substance, human waste (from toilets, hand basins and showers), or stormwater.

Wastes like cooking oil, grease and food solids are produced by thousands of food outlets within the RW connection area every day. Should this waste be illegally dumped or discharged directly into the wastewater network, it can block the system and cause overflows that have a negative impact on public health and the environment. To prevent this from happening, all businesses that discharge greasy wastewater must have a grease trap installed.

Trade waste may also contain a variety of toxic or harmful substances, such as heavy metals, organic compounds, solvents, oils and grease, explosive substances, gross solids and chlorinated organic compounds. Municipal WWTPs are not designed to treat these substances, which may also pose a health and safety risk to our staff working at the treatment plants. Businesses may only discharge

waste to the wastewater network that complies with RW's wastewater admission standards. These standards set limits on the allowable concentration of many potentially harmful substances and completely prohibit discharge of other substances.

# Water Netserv Plan

The *South-east Queensland Water (Distribution and Retail) Act 2009* requires RW to have a *Water Netserv Plan* in place from 1 October 2014. The *Water Netserv Plan* must be consistent with the *South-east Queensland Regional Plan* and with the planning assumptions for RCC. It will be the key strategic document guiding the delivery and operation of RW’s infrastructure and services.

## 3. Purpose (statement of intent)

The purpose of the *Water Netserv Plan* is to:

- ensure the provision of safe, reliable and secure water and wastewater services;
- provide for strategic planning for the operation of the business;
- provide infrastructure planning for water and wastewater services for at least 20 years;
- integrate land use planning and infrastructure planning for water and wastewater services;
- provide for the management of water and wastewater services in a way that seeks to achieve ecological sustainability.

## 4. Form and content

To meet legislative requirements, the *Water Netserv Plan* comprises the following 2 separate parts. The content of each part is outlined in Table 4-1.

- **Part A** – contains public information concerning RW’s water and wastewater services
- **Part B** – comprises an internal planning document to inform its overall strategic direction.

**Table 4-1 - *Water Netserv Plan* contents**

PART A	PART B
Product and services	Mechanisms used to meet performance targets and service standards for the operation, maintenance and replacement of existing infrastructure
Customer service standards	
Connections policy	Planning of new infrastructure to meet expected future development and future growth
Demand management strategy	
Charges schedule relating to:	Measures used to minimise system water leakage
• service usage;	Measures used to minimise sewerage overflows
• connections;	Drinking water quality management measures undertaken to protect public health
• infrastructure provision	Total water cycle management information
Assumptions about future development and infrastructure demand	Mechanisms used to achieve ecological sustainability
Desired standards of service	Trade waste management information
Trunk network plans identifying existing and future trunk infrastructure	Recycled water management information
Timeframes for the provision of future trunk infrastructure	Other matters prescribed under a regulation
Mechanisms used to achieve effective outcomes	
Other matters prescribed under a regulation	

To assist with navigating this *Water Netserv Plan* relative to the requirements of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, the following lookup (Table 4-2) is provided.

**Table 4-2 - Legislation references**

SECTION 99BO – Requirements of a Water Netserv plan	INCLUDED	WATER NETSERV PLAN LINK
(a) state the relevant planning assumptions on which the plan is based; and	✓	Planning assumptions
(b) include information outlining the SEQ service provider’s infrastructure networks for its water service and wastewater service, including information about the capacity of each network to service existing and proposed customers; and	✓	Redland Water’s networks Redland Water’s network planning
(c) include information outlining any proposed increases in the capacity of the infrastructure networks, including information about the areas into which the networks are to be extended and time frames for increasing the capacity; and	✓	Redland Water’s network upgrades
(d) state the desired standard of service for infrastructure used to provide the SEQ service provider’s water service and wastewater service; and	✓	Desired standards of service
(e) include information outlining the SEQ service provider’s strategy for demand management for water; and	✓	Demand management
(f) state the SEQ service provider’s policy for connections, disconnections and alterations to its infrastructure networks for its water service and wastewater service (the connections policy), including—  (i) the areas (each a connection area) in which the SEQ service provider guarantees to provide connections that comply with its connection criteria to its water service or wastewater service; and  (ii) the areas (each a future connection area) in which the SEQ service provider intends to extend its infrastructure network; and  (iii) the circumstances in which the SEQ service provider may approve connection outside a connection area; and  (iv) the SEQ service provider’s criteria for providing connection, with or without conditions, to its water service or wastewater service; and  (v) if the SEQ service provider is a distributor-retailer—each matter stated in section 99BOA; and	✓	Connections policy Redland Water’s connection areas 23.3 Premises outside the existing connection area Conditions of use
(g) include a schedule (a charges schedule) containing details of—  (i) charges, including charges under section 99AV(2)(b), to connect customers to the SEQ service provider’s water service and wastewater service; and  (ii) charges for a customer’s use of the services; and  (iii) if the SEQ service provider is not a distributor-retailer—charges	✓	Redland Water’s charges

SECTION 99BO – Requirements of a Water Netserv plan	INCLUDED	WATER NETSERV PLAN LINK
relating to providing infrastructure for the services; and  (iv) if the SEQ service provider is a distributor-retailer—each matter stated in section 99BOB; and		
(h) indicate how the SEQ service provider proposes to achieve effective outcomes for the provision of water services and wastewater services in—  (i) the SEQ service provider’s relevant area; and  (ii) the SEQ region; and	✓	Redland Water’s performance reporting
(i) if the SEQ service provider is a distributor-retailer—include a schedule of works for the provider; and	N/A	
(j) include any other matters prescribed under a regulation.	✓	Development assessment

# Redland Water’s planning – supporting growth and sustainability

## 5. Redland Water’s role in land use and infrastructure planning

Land use planning for the Redland local government area is performed by RCC, in conjunction with the state government. Infrastructure planning is undertaken by RCC’s City Infrastructure group for the transport, stormwater and community facilities networks, whilst RW plans the water supply and wastewater networks. As a major infrastructure provider, RW plays an important role in achieving sustainable water and wastewater outcomes for the region. The *Sustainable Planning Act 2009* details the powers, processes, roles and responsibilities of the various parties involved in land use planning and for councils when undertaking infrastructure planning. The *South East Queensland Water (Distribution and Retail Restructuring) Act 2009* sets out the requirements for water businesses when undertaking infrastructure planning.

## 6. South-east Queensland Regional Plan

The *South-east Queensland Regional Plan* is the state government’s blueprint for managing regional growth, population change, economic development and for protecting the environment and infrastructure provision. The plan operates in conjunction with other statutory planning tools, including state planning policies, local government planning schemes, state regulatory provisions and development assessment processes.

### 6.1 SEQ Regional Plan – Redland 2015–2041

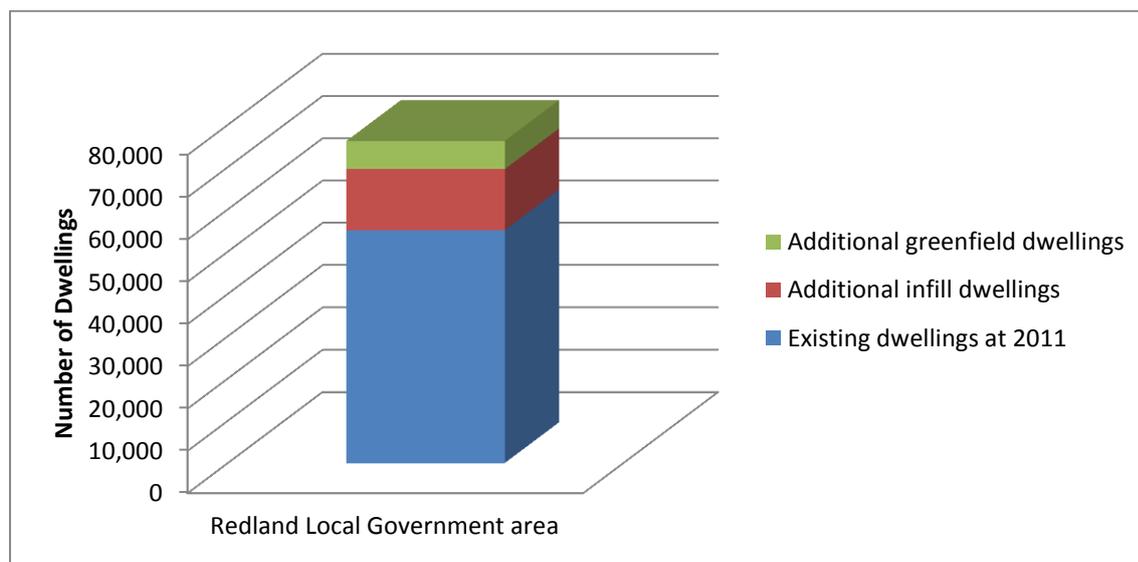
**Table 6-1 - Projected population and dwelling forecasts**

YEAR	POPULATION	ADDITIONAL DWELLINGS (2011 – 2041)
2015	150,000	-
2041	188,000	21,100

The purpose of the *SEQ Regional Plan* is to manage regional growth and change in the most sustainable way to protect and enhance the quality of life in the region. The primary means for achieving this is through the identification of an urban footprint, as a means to control unplanned urban expansion. The *SEQ Regional Plan* is the pre-eminent plan for the SEQ region and reflects and informs state planning policy and priorities.

The *SEQ Regional Plan* was established in 2005 in response to rapid population growth and is reviewed every 5 years. The latest *SEQ Regional Plan* was published in draft 2016 – *ShapingSEQ*. Over the last 20 years, the population of SEQ has increased rapidly. It is expected to reach 5.3 million people by 2041. To accommodate the additional 1.98 million people, it is estimated that an additional 907,200 dwellings will need to be constructed. The *SEQ Regional Plan* forecasts that around 2% of this growth will occur in the Redland local government area. The following figure shows the existing and planned dwelling forecasts for the Redland local government area in graphical format.

**Figure 6-1 - Existing and planned dwelling distribution to 2041**



For more detailed and locally focussed population and dwelling projections, refer to the section titled **Redland City Plan**. That section also identifies reasons behind variations in the projections provided by different authorities.

## 6.2 Population and employment key growth areas

The following table provides a snapshot of key elements contained in the *SEQ Regional Plan* with regards to population and employment growth areas in the Redland local government area.

**Table 6-2 – Population and employment growth areas – Redland**

RESIDENTIAL AREAS	
Greenfield	Southern Redland Bay
Existing urban areas	Cleveland, Capalaba, Victoria Point, Redland Bay, Thorneside, Thornlands, Birkdale, Wellington Point, Alexandra Hills and Ormiston
REGIONAL ACTIVITY CENTRES	
Principal	Capalaba and Cleveland
ECONOMIC OPPORTUNITIES	
Cleveland – Toondah Harbour	Cleveland–Toondah Harbour includes the Cleveland regional activity centre, Toondah Harbour Priority Development Area, Redlands Research Station, Redlands Health Precinct, and adjacent industry and enterprise area. While it does not have the scale or potential to be an area of regional economic significance, this area could support specialisations in priority sectors of tourism, health, and knowledge and professional services.
IDENTIFIED GROWTH AREAS	
Southern Thornlands	RCC is required to investigate this area, including its potential as a future employment area.

## 7. Redland City Plan

Local planning is both informed by and must reflect the *SEQ Regional Plan*. Local governments must ensure that the vision, strategic directions and land use pattern specified in the regional plan for the region's future development are furthered by local planning. In this context, planning schemes must integrate these regional requirements whilst balancing the economic, social and environmental needs and aspirations of the local community to provide an orderly approach to land use and change. Overall, a planning scheme:

- outlines the desired outcomes sought for the local government area as a whole;
- allocates land for different uses (e.g. residential, commercial, open spaces etc.);
- coordinates and integrates community, state and regional needs and wants;
- coordinates and integrates infrastructure and land use planning;
- indicates the location of existing and proposed infrastructure;
- includes a Local Government Infrastructure Plan;
- includes a structure plan for any master planned areas within the local council area;
- identifies areas or places that constrain the use of land;
- identifies the kind of development that requires approval;
- specifies the standards or criteria for assessing the suitability of a development proposal.

By establishing the future land use pattern for an area, the *Redland City Plan (draft)* provides important input into the development of plans for the provision of water and wastewater infrastructure. In this regard, land use planning allows estimates of future demand for infrastructure to be made. Infrastructure is then planned and provided in response to this demand. Key areas of future development and their accompanying land use planning are elaborated upon as follows.

### 7.1 Key development areas

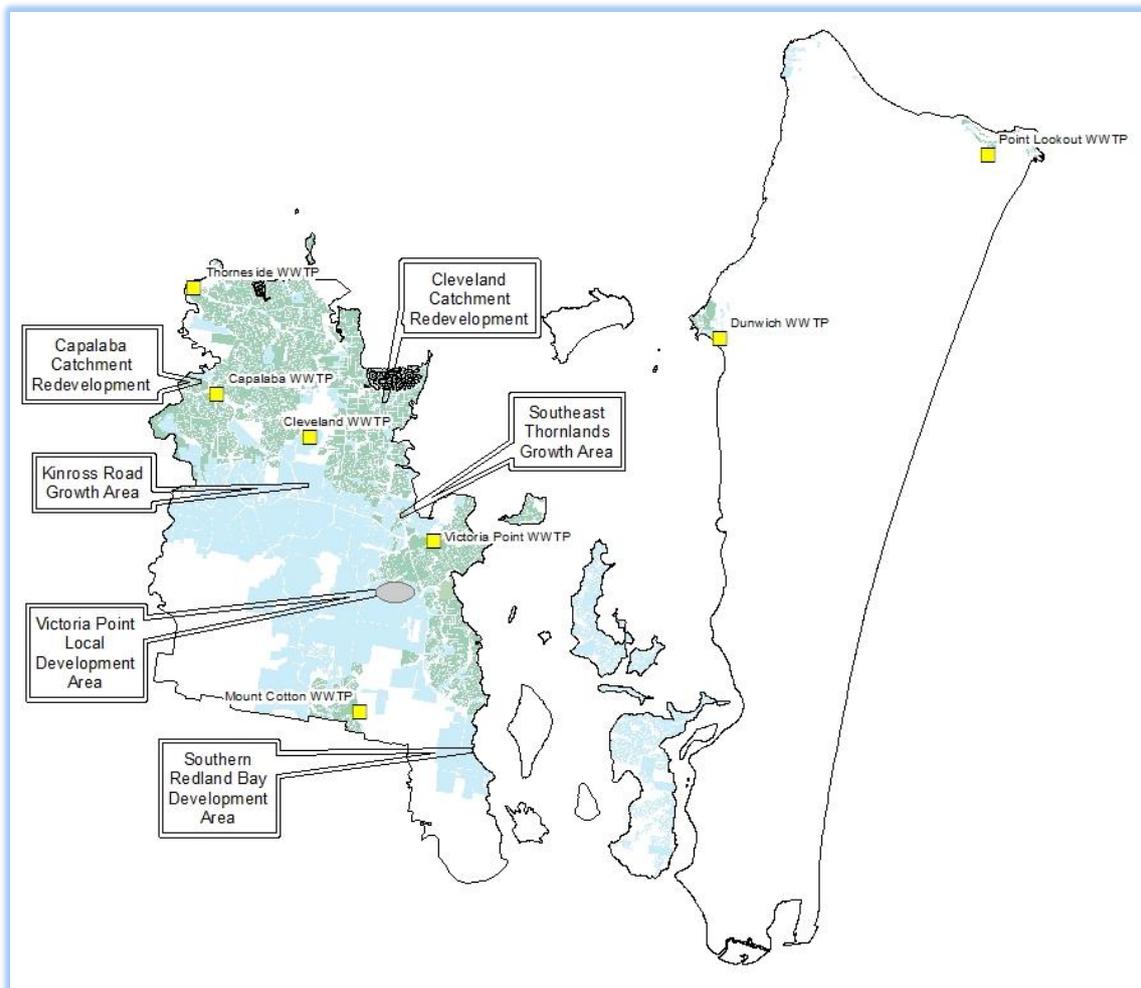
The following table outlines key areas of future development within the Redland local government area and the land use and infrastructure planning being undertaken in those areas. A map of these areas is provided below.

**Table 7-1 – Key development areas**

KEY DEVELOPMENT AREAS	LAND USE AND INFRASTRUCTURE PLANNING
South-east Thornlands growth area	Development in this area continues with a lot of the lead trunk infrastructure like wastewater pump stations and rising main now in place. Development in this area will continue to use spare capacity in the trunk water supply network. Developer constructed reticulation will continue to be required to service new properties.
Kinross Road growth area	Development continues in the Kinross Road area in accordance with RW's plans for the proposed networks required to service the area. The interaction of development in this area with Seqwater's operations between the Alexandra Hills reservoir complex and the Mount Cotton reservoir will require ongoing management.
Capalaba & Cleveland catchment redevelopment	Areas of Capalaba and Cleveland have undergone significant redevelopment in recent years, mainly through the construction of residential unit blocks. There is scope in the <i>Redland City Plan</i> for this to continue. RCC has prepared master plans for its infrastructure to cater for this redevelopment.

KEY DEVELOPMENT AREAS	LAND USE AND INFRASTRUCTURE PLANNING
Victoria Point	The Victoria Point local development area is contiguous with local services and can accommodate additional residential development subject to further investigation and amendments to the planning scheme.
Southern Redland Bay	The development of the Southern Redland Bay area continues to progress. Water supply will be provided via connections to the existing water supply network. Final solutions for the collection and treatment of wastewater from this development are currently being developed by the key developers in the area.

**Figure 7-1 Key development areas**



## 7.2 Emerging land use planning issues

While the sections above detail growth areas where ultimate development extent, form and servicing strategy are relatively well understood, there are other issues in Redland City where RW is expecting to have input into decisions about future development extents, form and servicing strategy.

Two key issues are:

- wastewater collection and treatment for the Southern Moreton Bay Islands (SMBI); and
- North Stradbroke Island (NSI) land use planning investigations.

### **Wastewater collection and treatment for SMBIs**

The SMBIs of Macleay, Perulpa, Lamb, Karragarra and Russell Islands have a costly infrastructure backlog for roads, sewerage and accessible transport services following their subdivision into small residential lots in the 1960s. Wastewater from these lots is treated through on-site systems such as septic tanks or on-site (on-lot) wastewater treatment plants. Regulation and compliance management of these systems is undertaken by RCC.

RCC has set down an action plan in its community plan for SMBI (December, 2011), in which goal 9.4 is to “investigate wastewater management options through: an economic and environmental feasibility investigation into providing an on-islands sewer network group systems for shared wastewater management across the islands as an interim or long term alternative to an on-islands sewer network”.

Previous detailed planning studies into the provision of on-islands wastewater networks have determined that an on-islands wastewater network is not economically viable or prudent. RW will advocate for continued improvement of the management of septic tanks and on-site wastewater management systems as part of the long-term solution for wastewater management on the SMBIs.

### **NSI land use planning investigations**

The Queensland Government has commenced planning investigations to address land use planning issues on NSI arising from an Indigenous Land Use Agreement (ILUA) between the State and the Quandamooka People. The outcomes of these investigations may have implications for future service provision requirements on the island. When this work commences, RW will be an active stakeholder aligned with RCC desired outcomes at that time.

## 8. Redland Water's network planning

RW has undertaken master planning for its water supply and wastewater networks. These plans identify trunk and non-trunk infrastructure. Trunk infrastructure is higher order or shared infrastructure, which services a number of users. Table 8-1 identifies typical trunk infrastructure items within each of the RW networks.

**Table 8-1 – Typical trunk infrastructure items**

TRUNK NETWORK	ASSET CONFIGURATION
Water	<p>Distribution mains:</p> <ul style="list-style-type: none"> <li>● <u>Mainland and SMI scheme</u>: All mains <math>\geq 300\text{mm}</math> diameter and specific mains of smaller diameter required to complete the interconnection of the trunk network;</li> <li>● <u>NSI township schemes</u>: Mains connecting water treatment plants to reservoir complexes or township boundaries, and mains connecting reservoir complexes and high level zones (either pump boosted zones or elevated reservoir zones).</li> </ul> <p>Reservoirs</p> <p>Associated pump stations and fittings</p> <p>Associated pressure reducing and sustaining valves</p> <p>Associated monitoring systems</p> <p>Associated disinfection systems</p> <p>Fire fighting devices</p>
Wastewater	<p>WWTPs</p> <p>Storage facilities</p> <p>Release systems</p> <p>Rising mains</p> <p>Gravity sewers generally <math>\geq 300\text{mm}</math> diameter on the mainland (<math>\geq 225\text{mm}</math> diameter on NSI) and sewers downstream of pump stations</p> <p>Associated pump stations, manholes and fittings</p> <p>Odour and corrosion control systems</p> <p>Associated monitoring systems</p>

RW has prepared trunk network plans that identify the existing and future trunk infrastructure required to service forecast growth. These trunk network plans have been prepared for its infrastructure networks based on a number of key inputs including:

- the demand for water and wastewater infrastructure generated by projected development in response to the land use provisions of the *Redland City Plan*; and
- the desired standard of service to be addressed by the network.

These inputs are elaborated upon as follows.

## 9. Planning assumptions

One of the key inputs to the planning of the RW networks is the demand for water and wastewater infrastructure generated by projected residential and non-residential development.

The projections of residential and non-residential development are referred to as the planning assumptions and have been prepared by RCC to provide a consistent basis for the planning of the following infrastructure networks:

- water;
- wastewater;
- stormwater;
- transport;
- parks and land for community facilities.

The planning assumptions prepared by RCC describe the type, scale, location and timing of future development and are based on the land use planning provisions of its planning scheme and the population and dwelling forecasts provided by the Queensland State Government. In doing so, the outcomes desired by the *SEQ Regional Plan* and which are reflected in the planning scheme are given effect. To ensure this is the case, the planning assumptions must also be approved by the Minister as being compliant with the desired outcomes of the *SEQ Regional Plan*.

In terms of actual numbers in the forecasts, there are variations between ones used in the *SEQ Regional Plan* and the numbers used in the RCC Local Government Infrastructure Plan (LGIP), which are due to the different parameters used and the level of detail in each agency in their analysis.

Use of the RCC planning assumptions for planning the water and wastewater networks will help to ensure that sufficient water is supplied to meet the needs of urban growth in accordance with the requirements of the regional plan.

The detailed planning assumptions are shown in RCC's LGIP. The planning assumptions are also summarised in Table 9-1.

**Table 9-1 – Planning assumptions summary**

DESCRIPTION	DEVELOPMENT PROJECTIONS					
	2016	2021	2026	2031	2036	Ultimate development
Population	153,662	163,421	174,346	180,923	184,994	188,412
Employment	37,554	39,910	42,655	45,294	48,259	50,600

### 9.1 Infrastructure demand

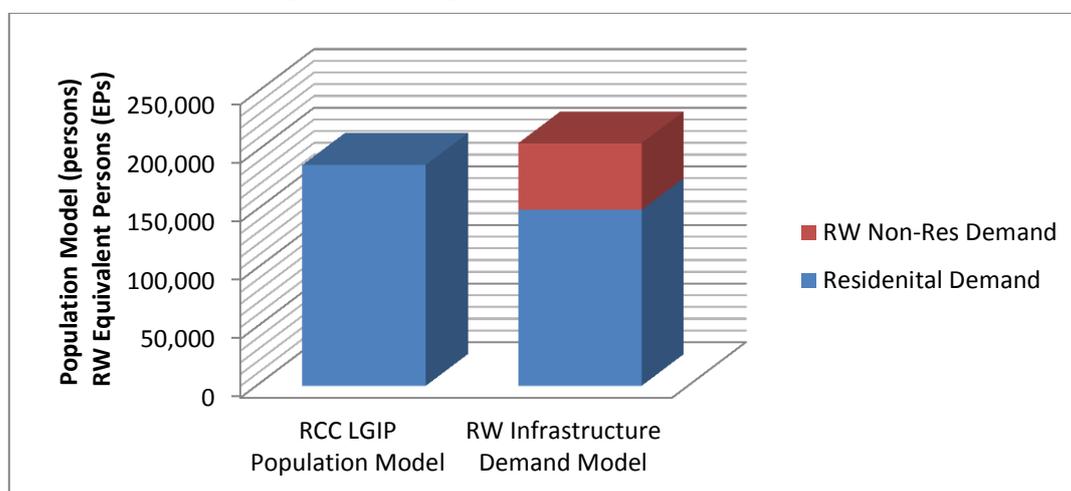
RW has converted the planning assumptions into demand for water and wastewater infrastructure where a premise is inside the area into which it is intended to extend the network. This typically includes premises intended for urban development under the relevant local government's planning scheme.

The area into which RW plans to extend its networks is shown on the following maps:

- Appendix A – Water supply connection area and trunk infrastructure maps; and
- Appendix B – Wastewater connection area and trunk infrastructure maps

RW's alignment with the RCC population estimates is demonstrated in **Figure 9-1** which shows the ultimate population capacity as detailed in the RCC LGIP, against the ultimate demand of RW's infrastructure demand model. Note that the LGIP population model is a count of people while the IDM model is a count of Equivalent Persons which takes into account average water trends in dwellings.

**Figure 9-1 - Alignment of demand projections**



Demand for water and wastewater infrastructure is expressed in equivalent persons (EPs). An EP is defined as the average day (AD) water demand per person living in an average detached dwelling or the wastewater discharge per person living in an average detached dwelling. By definition – the relationship to average water consumption and/or average wastewater discharged, an EP is therefore not necessarily equal to a ‘person’ as defined in population projections.

The water demand projected for the area into which it is intended to extend the water network is summarised in **Table 9-2**.

**Table 9-2 – Projected water demand**

WATER SUPPLY ZONE	PROJECTED WATER DEMAND (EP)				
	2016	2021	2026	2031	2036
Alexandra Hills	89,613	93,713	97,959	101,712	102,719
Heinemann Road	47,714	52,069	55,198	57,362	58,047
Mt Cotton	21,165	21,890	22,965	23,961	24,250
Southern Moreton Bay Islands	6,804	8,153	9,511	10,855	12,148
<b>Mainland Sub-Total</b>	<b>165,296</b>	<b>175,825</b>	<b>185,633</b>	<b>193,891</b>	<b>197,165</b>
Amity Point	841	885	903	935	935
Dunwich	1,372	1,575	1,607	1,633	1,636
Point Lookout	7,119	7,360	7,600	7,600	7,600
<b>Total All Zones</b>	<b>174,628</b>	<b>185,645</b>	<b>195,743</b>	<b>204,059</b>	<b>207,336</b>

The wastewater demand projected for the area into which it is intended to extend the wastewater network is summarised in **Table 9-3**. Note that there is a lower total number of wastewater demand (EPs) as not all areas serviced with water are provided a wastewater service.

**Table 9-3 – Projected wastewater demand**

WWTP SERVICE AREA	PROJECTED WASTEWATER DEMAND (EP)				
	2016	2021	2026	2031	2036
Capalaba	28,110	28,900	29,786	30,645	30,997
Cleveland	41,053	45,071	47,964	50,590	51,381
Thorneside	42,615	44,268	45,840	46,856	47,470
Victoria Point	30,721	32,940	34,813	36,243	36,642
Mount Cotton	4,205	5,314	5,352	5,409	5,494
Dunwich	957	1,158	1,167	1,175	1,178
Point Lookout*	4,000	7,116	7,600	7,600	7,600
<b>Total</b>	<b>151,661</b>	<b>164,767</b>	<b>172,522</b>	<b>178,518</b>	<b>180,762</b>

\* Note that the Point Lookout figures include the Tourist Peak Loading for both water supply and wastewater collection and treatment. The sewerage of the remainder of the Point Lookout township is reflected in the increase in the demand between 2016 and 2021.

## Redland Water's networks

RW operates 2 networks in Redland City as detailed in the following sections.

### 10. Existing water supply network

RW's existing water supply network comprises both trunk and non-trunk infrastructure extending from the connection points with the SEQ water grid through to the service connection and meter at each premise. Table 10-1 provides a summary of the water network as at 30 June 2012.

**Table 10-1 – Summary of existing water network**

INFRASTRUCTURE DESCRIPTION	AMOUNT
Water mains (km)	1,281
Water reservoirs (No.)	6
Water pump stations (No.)	7

The existing trunk water infrastructure is shown on Maps W2 to W8 in the RCC LGIP, which can be found on the RCC website at:

[https://www.redland.qld.gov.au/info/20181/redlands\\_planning\\_scheme/430/priority\\_infrastructure\\_planning\\_mapping#mapping](https://www.redland.qld.gov.au/info/20181/redlands_planning_scheme/430/priority_infrastructure_planning_mapping#mapping)

### 11. Existing wastewater network

RW's existing wastewater network includes both trunk and non-trunk infrastructure and includes WWTPs, pipes and wastewater pump stations. Table 11-1 provides a summary of the wastewater network as at 30 June 2012.

**Table 11-1 – Summary of existing wastewater network**

INFRASTRUCTURE DESCRIPTION	AMOUNT
Mains (km)	1,175
Pump stations (No.)	137
WWTPs (No.)	7

Table 11-2 provides a high-level overview of the WWTPs currently operating in the Redland local government area.

**Table 11-2 – Summary of existing wastewater treatment plants**

WASTEWATER TREATMENT PLANT	NOMINAL CAPACITY (EP)
Capalaba	30,000
Cleveland	46,000

WASTEWATER TREATMENT PLANT	NOMINAL CAPACITY (EP)
Mt Cotton	6,400
Thorneside	30,000
Victoria Point	34,000
Dunwich	1,000
Point Lookout	7,600
<b>Total</b>	<b>141,150</b>

The existing trunk wastewater infrastructure is shown on Maps S2 to S8 in the RCC LGIP, which can be found on the RCC website at:

[https://www.redland.qld.gov.au/info/20181/redlands\\_planning\\_scheme/430/priority\\_infrastructure\\_planning\\_mapping#mapping](https://www.redland.qld.gov.au/info/20181/redlands_planning_scheme/430/priority_infrastructure_planning_mapping#mapping)

## Desired standards of service

The desired standard of service (DSS) is the standard of performance for an RW network stated in:

- for the water supply network, the *Water Supply Network Master Plan 2016* report (Redland Water, 2016);
- for the wastewater network, the *Sewer Network Master Plan* report (Redland Water, 2016).

The DSS are the technical criteria behind the design of RW's assets that allows RW to meet its customer service standards (CSS). In this respect, the DSS are not publicly reported in the same manner as our CSS are reported in our annual performance report.

This section summarises the key design criteria for the DSS for each of the RW networks.

The DSS shown below closely align to the Design Criteria from the SEQ Water Supply and Sewerage Design and Construction Manual. The SEQ Water Supply and Sewerage Design and Construction Manual is a requirement of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.

## 12. Water supply DSS

Table 12-1 states the key DSS for RW's water supply network.

**Table 12-1 – Key desired standards of service for the water supply network**

DESCRIPTION OF STANDARD	STANDARD
Average day demand	230 L/EP/day (including NRW)
Minimum operating pressure	22m at the property boundary
Maximum operating pressure	55m at the property boundary
Fire flow	<p><u>General urban category</u></p> <p>a) Residential (3 storeys and below): 15L/s (2hrs)</p> <p>b) Residential (&gt;3 storey buildings): 30L/s (4hrs)</p> <p>c) Commercial / Industrial: 30L/s (4hrs)</p> <p><u>Small community category:</u></p> <p>a) Residential (up to 2 storeys): 7.5L/s (2hrs)</p> <p>b) Commercial / Industrial (up to 2 storeys): 15L/s (4hrs)</p> <p>c) All other buildings: refer to the General Urban category.</p> <p><u>Background demands:</u></p> <p>a) Predominately residential areas: 2/3 peak hour</p> <p>b) Predominately commercial / industrial: localised peak hour plus check of 2/3 peak hour</p>
Maximum velocity pipeline design	2.5m/s

DESCRIPTION OF STANDARD	STANDARD
Drinking water quality	Comply with National Health and Medical Research Council's <i>Australian Drinking Water Guidelines – 2004</i> .

### 13. Wastewater DSS

Table 13-1 identifies the key DSS for RW's wastewater network.

**Table 13-1 – Key desired standards of service for the wastewater network**

Parameter	Redlands	
Average dry weather flow (ADWF)	210 L/EP/d	
Peak dry weather flow (PDWF)	$PDWF = C2 \times ADWF$ where $C2 = 4.7 \times (EP)^{-0.105}$	
Peak wet weather flow (PWWF)	For RIGS PWWF= 5 x ADWF	
Pump station servicing requirements	<p>Ops Storage = <math>0.9 \times Q / N</math></p> <p>Q = pump rate (L/s) of duty pump or Total Pump Capacity (L/s) if multiple duty pumps.</p> <p>However, Number of starts per hr are:</p> <p>N=12 for motors &lt;100kw</p> <p>N=8 for 100-200kw</p>	
Operating storage (m3)	N=5 of motors >200kw	
Minimum wet well diameter	As shown in the Sewer Pump Station Code (As amended)	
Emergency storage( New)	4hrs at ADWF	6hrs at ADWF Minimum 4 hours (up to 6hours)
Emergency storage(existing)	No Requirement	
Pump operation mode	Duty/assist	
Single pump capacity	Min pump capacity for SP Stns (duty & assist) = $C1 \times ADWF$ Where $C1 = 15 \times (EP)^{-0.1587}$	
	Value of C1 to be	Value of C1 to be minimum of 3.5

Parameter	Redlands	
	within the range 3.5 - 5	
Total pump station capacity	PWWF	PWWF (i.e. 5 x ADWF min or C1 x ADWF; Whichever is the greater) Overflows should not occur at flow < 5 x ADWF or C1 x ADWF (whichever is the larger).
Size of pump station lot (and buffer)	Refer Clause 5.2.4 of Sewer Pump Station Code (As amended)	
Maximum Velocity	3 m/s	
Preferred Velocity	1.0 – 1.5 m/s	
Minimum velocity	0.75m/s	

# Redland Water's network upgrades

## 14. Future water supply infrastructure

RW has identified future trunk infrastructure required to supply the projected water demand at the DSS. This future trunk infrastructure is consistent with regional and strategic planning undertaken by Seqwater.

Tables and maps detailing the future trunk water supply infrastructure can be found in the RCC LGIP, which can be found on the RCC website. Appendix A – Water supply connection area and trunk infrastructure maps provides the link to the maps.

## 15. Future wastewater infrastructure

RW has identified the future trunk wastewater infrastructure required to service the projected wastewater demand at the desired standard of service.

Tables and maps detailing the future trunk wastewater infrastructure can be found in the RCC LGIP, which can be found on the RCC website. Appendix B – Wastewater connection area and trunk infrastructure maps provides the link to the maps.

## Demand management

Demand management involves behavioural and technological approaches and techniques that reduce water consumption and manage wastewater sources. Key areas include the following:

- **Economic** – user pays pricing structures provide financial incentives for residents and businesses to save water;
- **Education** – community, industry and school education programs raise awareness about the need to conserve water;
- **Enforcement** – use of regulatory mechanisms and water use restrictions combined with appropriate compliance and enforcement regime to target water misuse;
- **Encouragement** – incentive schemes and targeted marketing persuade the public to increase the uptake of water-saving products;
- **Engineering** – new ways of planning and managing water and wastewater infrastructure.

## 16. Community relationships

Education and awareness is essential to achieve the change in attitudes and behaviours needed to reach and maintain sustainability. By creating interesting and engaging programs to empower students, teachers, residents and local businesses, the community will discover and appreciate the importance of living sustainably with water. The following table outlines a number of community education activities that have been undertaken by RW.

**Table 16-1 – Community education activities**

EDUCATION ACTIVITIES	DESCRIPTION
Schools education program	<p>This program aims to influence long-term sustainable behavioural change regarding water use through education programs that address the following aspects of water and water usage:</p> <ul style="list-style-type: none"> <li>• local water as a valuable resource;</li> <li>• local sources of water;</li> <li>• using water wisely (urban demand management).</li> </ul> <p>Water education curriculum for early childhood, primary schools, and middle and secondary schools.</p> <p>The program is available to all early childhood centres and primary schools in RW's region and gives the opportunity for a classroom presentation.</p>
Recycled water training program	<p>The purpose of this program is to provide RW staff, recycled water private irrigators and tanker drivers with training on all aspects of workplace health &amp; safety (WHS) practices when working with recycled water.</p>
Community education program	<p>RCC's website contains material, fact sheets and links to the Department of Energy and Water Supply Waterwise documents and other specialist websites regarding water conservation. This includes Harvesting Rain, Grey water use, Irrigation and Sprinklers and being water wise in and around the home.</p>

## 17. Residential programs

Residential programs are aimed at assisting residential customers to become aware of their consumption and provide awareness of acceptable wastewater disposal practices. Programs are designed to provide both short and long term benefits. Key initiatives and programs include:

- residential high water users program (refer to **24.4 Residential high water users** program);
- leak awareness program;
- advisory field service program;
- providing additional educational information for residential customers.

These programs are subject to the water security situation in SEQ.

## 18. Commercial programs

Commercial programs are aimed at supporting mandatory and voluntary campaigns that influence the behaviour and technology practiced by non-residential customers in delivering best practices in water conservation and sustainability in commercial and industrial environments. Programs are designed to provide both short and long term benefits. Key initiatives and programs include ongoing contribution and collaboration with the State Government in policy decisions and are subject to the water security situation in SEQ.

## 19. Compliance

RW works closely with regulatory bodies to protect its infrastructure and ensure the community is aware of the current water-saving initiatives and regulations in the region. RW will carry out investigations and audits around the following matters where appropriate:

- theft of water;
- misuse of fire services;
- illegal water connections;
- damage to service providers' infrastructure;
- auditing of recycled water carriers;
- auditing of potable water carriers;
- illegal discharge to wastewater.

## 20. Wastewater source management

Wastewater source management concerns the quality of influent entering the WWTPs. Such influent includes sources from trade waste generators, illegal discharges, seawater infiltration, stormwater infiltration, domestic contributions, tankering operations and any other sources that may pose a risk to infrastructure and the environment.

RW's wastewater source management is based on the *Australian Sewage Quality Management Guidelines 2012* and RW's existing environmental management plan.

## Connections policy

RW is responsible for the provision of water and wastewater services to customers throughout the Redland local government area. This connections policy outlines the process of connecting to, disconnecting from, or changing a connection to an RW network.

Connecting to, or changing a connection to an RW network typically involves the following processes:

- obtaining all necessary approvals for development from Council;
- making an application to RW for a service connection.

It is recommended that prior to making an application for development, early discussion with RW be initiated to determine the feasibility and cost of providing a service connection. Costs may include infrastructure charges, network contributions and network connection charges. This is particularly relevant where the development to be connected is located outside of the network's existing connection area.

Subsets of this connection policy are:

- POL-3027 Application of Wastewater Charges
- POL-3028 Application of Water Charges
- POL-3055 Provision of Wastewater House Connection;
- POL-3058 Wastewater Main Extensions for Commercial Properties and Multi-Unit Dwellings at Point Lookout;

These policies can be found at the RCC website:

[https://www.redland.qld.gov.au/info/20144/strategy\\_planning\\_and\\_policy/428/policies](https://www.redland.qld.gov.au/info/20144/strategy_planning_and_policy/428/policies)

## 21. Redland Water's connection areas

RW is responsible for the provision of water and wastewater services to consumers throughout the Redland local government area via the following infrastructure networks:

- water supply network;
- wastewater network.

RW guarantees a connection to premises located in the existing connection area for a particular network (either water supply or wastewater), where it is technically feasible. Connection to a network is not guaranteed for any premises inside the future connection areas. The existing connection area for a network includes all premises which are levied a network service charge. Under the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, RW must review the existing connection area for each of its networks on an annual basis.

As well as the existing connection area expanding as new properties are connected to RW's networks, the connection areas will expand as planning progresses which identifies areas of the city that are able to connect to the wastewater network using a low pressure sewerage system – refer to

### **23.6 Application for low pressure sewer system connections and disconnections.**

The following sections outline the existing connection area for each RW network.

## 21.1 Water network

The connection areas for the water network are identified on the maps in Appendix A – Water supply connection area .

Within the existing water connection area most premises are provided with the standard level of service.

## 21.2 Wastewater network

The connection areas for the wastewater network are shown on the maps in Appendix B – Wastewater connection area .

Within the existing wastewater connection area most premises are provided with a connection to the RW gravity collection system. For some areas within the connection areas, a low pressure sewer connection will be permitted. For more information regarding the policy for connection to the low pressure sewer system, please refer to Section 23 below.

# 22. Obtaining approvals for development

## 22.1 Development requiring approval

Where a development to be connected is not an existing lawful use, self-assessable or exempt development, necessary development, building and plumbing approvals will need to be obtained from RCC prior to making an application to RW for a service connection.

The following types of development require approval:

- reconfiguring a lot;
- material change of use;
- carrying out operational work;
- carrying out of building work;
- regulated plumbing or drainage works.

## 22.2 Typical development conditions imposed by Redland Water

RCC will coordinate with RW to obtain its written consent for the development as part of the assessment process. RW will assess the application having regard to potential impacts on the water and wastewater networks. This may result in RW requesting conditions be included on the development approval or compliance permit. These conditions may require infrastructure to be provided at the applicant's cost to enable the development to be connected to the network. **Redland Water requires suitable access to all sewer maintenance structures within the development and therefore applicants may also be required to provide appropriate access easements to these sewer maintenance structures.** Typical conditions **may** include the following:

- applicant to provide new and upgraded infrastructure for the purpose of connecting the development to an RW network. This may include the provision of infrastructure external to the premises;
- applicant to pay all costs associated with providing infrastructure required to connect development to an RW network – subject to the requirements of the subset policies referred to above. This includes additional costs associated with extending, upgrading or re-aligning an RW network;

- applicant to pay the cost of RW connecting the new and upgraded infrastructure to the live network;
- applicant to pay the cost of RW installing new service connections and meters to the premises;
- applicant to design and construct any water and wastewater infrastructure in accordance with RW's DSS and *SEQ Design and Construction Code*, and its design and construction standards;
- applicant to provide appropriate access easements to sewer maintenance structures (including any pre-existing sewer maintenance structures) on private property within the development.
- applicant to seek further approvals from RW such as trade waste approval where relevant.

In order to fulfil these conditions of approval, the applicant will, in most instances, need to make a subsequent application for a service connection(s).

### 23. Making an application for a service connection

Application can be made to RW to connect to or change a connection to an RW network for development that is:

- an existing lawful use;
- an exempt development; or
- a development having the necessary development, building and plumbing approvals.

Where an application to connect or change an existing connection to an RW network does not require the extension or upgrading of network infrastructure, the applicant will only be required to make application for a service connection. Most minor development within the relevant existing connection area will only require this type of application.

However, where an application to connect requires the applicant to extend or upgrade network infrastructure, an application will also need to be made to connect this extended or upgraded infrastructure to the live network. This is necessary to ensure the infrastructure complies with RW specifications.

Table 23-1 provides a summary of the application forms to connect development to the water and wastewater networks.

**Table 23-1 – Redland Water application forms**

SERVICE TYPE	APPLICATION FORM LINK
Water supply	<a href="http://www.redland.qld.gov.au/download/downloads/id/1465/water_connection_relocation_disconnection_form_2015-16.pdf">http://www.redland.qld.gov.au/download/downloads/id/1465/water_connection_relocation_disconnection_form_2015-16.pdf</a>
Wastewater	<a href="https://www.redland.qld.gov.au/download/downloads/id/2217/application_for_wastewater_connection.pdf">https://www.redland.qld.gov.au/download/downloads/id/2217/application_for_wastewater_connection.pdf</a>
Discharge of trade waste	<a href="http://www.redland.qld.gov.au/download/downloads/id/1439/application_for_approval_to_discharge_trade_waste_into_sewer.pdf">http://www.redland.qld.gov.au/download/downloads/id/1439/application_for_approval_to_discharge_trade_waste_into_sewer.pdf</a>

### **23.1 General considerations**

When considering an application for a service connection, regard will be had to any infrastructure agreement or conditions of development approval concerning infrastructure and whether that agreement or conditions of approval have been fulfilled. Regard will also be had to any outstanding infrastructure charges applicable to the premises.

A further important consideration for RW will be whether the premise is located inside or outside the existing connection area for that network. This concept is explained in the following subsections. The existing connection area for each network is identified in Section 21 of this *Water Netserv Plan*.

### **23.2 Premises inside the existing connection area**

RW guarantees a service connection for premises within the existing connection area of that RW network, where it is technically feasible to be served. The process for making application for a service connection to each of the RW networks is discussed in the remainder of Section 23.

Subject to the provisions of RCC policies POL-3055 and POL-3058, the applicant will be required to pay all costs associated with the connection as part of the connection agreement.

For premises inside the wastewater network low pressure sewerage connection area, RW will allow a premise to connect a low pressure sewerage system to the existing gravity collection system.

### **23.3 Premises outside the existing connection area (including future connection areas)**

RW may agree to a service connection for a premise located outside an RW network's existing connection area, including the future connection areas. The process for making an application is the same as that outlined in the remainder of Section 23, however in considering the application, RW will have regard to the following additional matters:

- the proximity of the premise to the RW network;
- the technical feasibility of providing a connection;
- the capacity of the RW network infrastructure to service the premise;
- any future RW infrastructure planned to be provided in that area and the timeframe for its provision.

If RW agrees to a service connection for the premises, and subject to the provisions of RCC policies POL-3055 (Provision of Wastewater House Connection) and POL-3058 (Wastewater Main Extensions for Commercial Properties and Multi-Unit Dwellings at Point Lookout) the applicant will be required to pay all costs associated with the connection. This may include additional costs for the extension, upgrading and/or re-aligning of the RW network. Other matters may also be negotiated between the applicant and RW.

Where the premise is an existing lawful use outside the existing connection area and has not previously paid infrastructure charges or made an infrastructure contribution, RW may require a network contribution (infrastructure charge) to be made for the premise as part of the service connection charge.

### **23.4 Application for water connections and disconnections**

Where a proposal does not involve the applicant extending, upgrading or re-aligning the water network, applications for connecting to, disconnecting from, or changing a connection to the water

network can be made by lodging the relevant forms with RW – refer to **Table 23-1**. These forms are also available from Council’s Customer Service team.

The applicant will be required to pay the cost of the connection upon lodgement of the application form. Information concerning the cost of the connection is provided in the “Redland Water’s charges” section of this *Water Netserv Plan*. If RW agrees to a new service connection or a change to an existing service connection for the premise, the connection will be installed by RW in accordance with its DSS and the *SEQ Design and Construction Code*.

If a premise no longer requires a water connection, RW may agree to disconnect the existing service and remove the meter from the premise. Fixed water supply charges will still apply. A quotation for the disconnection may be obtained from RW by checking its fees and charges schedule or contacting Council’s Customer Service team.

Where a proposal also involves the applicant extending, upgrading or re-aligning the water network, an application to RW for a connection of those works to the live network may also be required. The applicant will be required to pay the quoted costs for the connection upon lodgement of the application form (refer to **Table 23-1**). All infrastructure is to be constructed in accordance with RW’s DSS and the *SEQ Design and Construction Code*.

### **23.5 Application for wastewater connections and disconnections**

Where a proposal does not involve the applicant extending, upgrading or re-aligning the wastewater network, applications for connecting to, disconnecting from, or changing a connection to the wastewater network can be made by lodging a wastewater connection form with RW – refer **Table 23-1**. These forms are also available from Council’s Customer Service team.

The applicant will be required to pay the cost of the connection upon lodgement of the application form. Information concerning the cost of the connection is provided in the “**Redland Water’s charges**” section of this *Water Netserv Plan*. If RW agrees to a new service connection or a change to an existing service connection for the premise, the connection will be installed by RW in accordance with its DSS and the *SEQ Design and Construction Code*.

If a premise no longer requires a wastewater connection, the pipe connecting to RW’s wastewater main must be disconnected. Property owners can request a quotation for RW to carry out this work by contacting RCC’s Customer Service team. Fixed wastewater charges will still apply to the premise.

Where an application also involves the applicant extending or upgrading the wastewater network, an application for a connection of those works to the live network may also be required. The applicant will be required to pay the quoted costs for the connection upon lodgement of the application form.

### **23.6 Application for low pressure sewer system connections and disconnections**

Where an application also involves the applicant extending or upgrading the wastewater network by connection of a property to the wastewater network by a low pressure sewer system, an application for a connection of those works to the live network including the provision of an approved discharge manhole plus the proposed low pressure sewer system extension will be required. The applicant will be required to pay the quoted costs (subject to the provisions of RCC policies POL-3055 (Provision of Wastewater House Connection), POL-3058 (Wastewater Main Extensions for Commercial Properties and Multi-Unit Dwellings at Point Lookout), for the connection upon lodgement of the application form.

All infrastructure is to be constructed in accordance with RW's DSS and the *SEQ Design and Construction Code* – with particular reference to the low pressure sewer code Appendix G.

As part of the approval of the system, the applicant will need to gain RCC approval for the internal (inside property boundary) plumbing work. This approval will require submission of a 12-monthly audit program of the on-site infrastructure plus an annual call-out maintenance agreement.

If a premise no longer requires a wastewater connection, the pipe connecting to RW's wastewater main must be disconnected. Property owners can request a quotation for RW to carry out this work by contacting Council's Customer Service team. Fixed wastewater charges will still apply to the premise.

### 23.7 Filling stations

A permit to draw water in bulk from RW's water mains may be obtained by:

- *domestic water carriers* that operate potable water tankers for the delivery of water for domestic purposes. Domestic water carriers must be a registered business and hold a current permit to draw water under the *Food Act 2000* as well as a backflow certificate before they can obtain a permit. Domestic drinking water can only be obtained from an approved potable water filling location.

Permits will comprise a pre-paid swipe card for access to the authorised filling station locations. More details can be found on RCC's website or by contacting RCC's Customer Service team.

### 23.8 Metered standpipes

Under exceptional circumstances, metered standpipes may be hired to draw water in bulk directly from RW's water mains under the following conditions:

- *water users* use potable water directly from RW's water mains;
- *water users* must be a registered business;
- *water users* hold an approved RW permit;
- *water users* will require a backflow certificate for backflow protection.

Prior to applying for a metered standpipe, it is recommended that the applicant read RW's conditions which can be found at:

[https://www.redland.qld.gov.au/download/downloads/id/1473/permit\\_to\\_draw\\_water.pdf](https://www.redland.qld.gov.au/download/downloads/id/1473/permit_to_draw_water.pdf)

This document is also available from RCC's Customer Service team.

Applications to hire a metered standpipe can be made by lodging a permit to draw water form with RW.

[https://www.redland.qld.gov.au/download/downloads/id/1473/permit\\_to\\_draw\\_water.pdf](https://www.redland.qld.gov.au/download/downloads/id/1473/permit_to_draw_water.pdf)

This form is also available from RCC's Customer Service team.

If the application is successful, RW will issue a permit to the applicant upon payment of the relevant hire rates and charges (see the "**Redland Water's charges**" section this *Water Netserv Plan*). RW shall approve and control the access to customers for this purpose as well as ensuring its use will not have any detrimental effect on the water network or disadvantage other customers in any way.

## 23.9 Trade waste approvals

All businesses that generate trade waste and discharge it to the wastewater network must have a current trade waste approval from RW. Discharging waste to RW's wastewater network without approval is illegal and can incur penalties. The trade waste approval stipulates the conditions for discharging trade waste into the wastewater network. The approval is issued to the waste generator and property owner and is not transferable.

RW also operates a waste tracking program to monitor the regular removal and disposal of waste from grease traps and other industrial holding tanks. The trade waste approval granted by RW stipulates how often the grease trap must be cleaned out.

An application for a trade waste discharge approval can be made by lodging a discharge of trade waste form. Applicants must ensure that all development approvals (e.g. development application, plumbing and drainage approval etc.) have been obtained from RCC prior to lodging the application for approval to discharge trade waste with RW. Refer Table 23.1 for application form.

This form is also available from RCC's Customer Service team.

## 24. Conditions of use

Connection to the RW network is subject to a number of conditions concerning the conservation of water and the protection of RW's infrastructure. Customers are required to comply with these conditions. Penalties may be incurred if the conditions of use are not met.

### 24.1 Infrastructure construction standards

All infrastructure to be connected to RW networks is to be constructed in accordance with RW's DSS and the *SEQ Design and Construction Code*. The *SEQ Design and Construction Code*, is a uniform code for the planning, design and construction of new water and wastewater infrastructure across SEQ.

### 24.2 Water restrictions and water conservation measures

In times of drought, water restrictions may be imposed across SEQ. RW residents and businesses are required to comply with any such restrictions that may come into force from time to time. As SEQ moves into potential drought weather patterns the SEQ Water Service Providers will work together to develop appropriate demand management and water conservation measures. These measures will be supported by a detailed communications strategy. Seqwater's Water Security Program provides the overarching guidance for this type of situation.

### 24.3 24.4 Residential high water users program<sup>4</sup>

RCC monitors high usage to help control domestic water consumption by issuing high consumption alert letters to Redland residents to help them monitor their consumption and alert households of leaks.

### 24.5 Water efficiency management plans

WEMPs assist businesses to:

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<sup>4</sup> Information in Sections titled 24.4 Residential high water users program and 24.5 Water efficiency management plans is subject to change. Refer to RCC website for latest information.

- account for water use in a business or other non-residential premises;
- identify water-saving measures that can be readily applied to a business or other non-residential premises;
- prepare a plan for implementing the water-saving measures including timelines for their completion.

The requirement for a WEMP for large water using businesses was also lifted by the Queensland government on 1 January 2013.

## 24.7 Building near or over services

Protecting the integrity of the water and wastewater network, as well as being able to undertake repair and maintenance activities, is critical to our business operations. The *Queensland Development Code* called 'MP1.4 - Build Over or near relevant infrastructure' came into force on 1 November 2013 and is intended to reduce the potential for adverse effects on our infrastructure.

In general RW requires:

- building work near or over a water or wastewater main to not interfere with or adversely affect the function of the service or place any additional load on the service;
- adequate access must be provided to the mains for future maintenance;
- adequate access must be provided and maintained to access covers;
- adequate access must be provided and maintained to wastewater connection points.

## 24.8 Discharge of stormwater into the wastewater network

It is the property owner's responsibility to ensure that stormwater is not discharged into the wastewater network. This can cause flooding of the system during periods of rainfall leading to overflows of wastewater into properties further downstream. Possible sources of stormwater inflow can include:

- illegal connection of roof downpipes into the wastewater network (especially carports, patio covers and extensions added after the house was originally constructed);
- illegal connection of garden drains and "agi" pipes from behind retaining walls into the wastewater network;
- concreting, paving or turfing up to the level of the overflow relief gully (ORG) that allows stormwater runoff to enter the wastewater network;
- inadequate allotment drainage that leads to flooding of the allotment and inundation of the ORG during heavy rain.

RW regularly conducts smoke and dye testing in areas known to suffer from wet weather wastewater overflows.

## 24.9 Overflow relief gullies

An ORG is a drain-like fitting located outside the home, designed to release any wastewater overflow outside of the home in the event of a blockage in the wastewater main. If a blockage does occur, the ORG fitting should pop off to release the pressure and direct any wastewater away from the home.

The ORG must be installed at a level that is at least 150mm lower than the lowest drain inside the home, particularly the shower, toilet and any laundry or bathroom floor drains. The ORG must also be installed at least 75mm above the surrounding ground level to ensure stormwater does not flow into

the wastewater network via the ORG. It is the property owner's responsibility to ensure that their home is fitted with a properly installed and operational ORG.

#### **24.10 Wastewater reflux valves**

A reflux valve is a one-way flap valve that is fitted to a property's private wastewater drainpipe to prevent any backflow from the wastewater mains due to overloading. RW's wastewater network is designed to cater for predicted normal wastewater flows, plus a margin for additional flow during wet weather conditions caused by stormwater finding its way into the system. Stormwater can enter the wastewater network via illegal connections, stormwater flooding over the top of manholes or infiltration of groundwater through cracks in the pipes.

RW installs reflux valves in properties that have experienced, or may experience problems with wastewater backing up from the mains and overflowing within the property during periods of heavy rain. If the wastewater main starts to back up, the flap valve will be pushed closed by the flow coming up the pipe to protect the property from an overflow.

It is important to note, however, that when the flap valve is pushed closed it cannot release any wastewater from the property until the back pressure has subsided. Occupiers of properties with reflux valves fitted must therefore avoid running showers, washing clothes or dishes, and flushing toilets during this period to prevent an overflow within the property. The installation of reflux valves is therefore a temporary measure to protect properties from wastewater overflows until RW can implement a long term solution.

## Redland Water's charges

To provide its products and services, as well as to fund the development, operation, maintenance and replacement of infrastructure, RW collects the following charges from its customers:

- **residential and non-residential charges** are collected from customers within the existing connection areas (see the **Redland Water's connection areas** section of this *Water Netserv Plan*) regardless of whether they are physically connected to the network. These charges relate to the costs of providing the products and services, and for maintaining the networks;
- **connection charges** are collected from customers seeking a connection to, disconnection from, or a change to a connection to an RW network. These charges relate to the costs of constructing connection infrastructure between the existing network and the customer's property boundary. A connection charge may include a network contribution charge. This charge is collected from customers that seek connection of an existing lawful use located outside the existing connection area to either the water or wastewater network, and where no infrastructure charges have previously been collected for that development for the network;
- **infrastructure charges** are collected from customers undertaking development that creates an additional demand for water and wastewater infrastructure.

### 25. Residential charges

The following table outlines the charges to RW's residential customers.

**Table 25-1 – Residential charges**

COMPONENT	DESCRIPTION
Fixed water access charge	The fixed water access charge is levied on premises within the existing water connection area regardless of whether there is a physical connection to the water network. The charge is levied in advance and is a fixed price regardless of the volume of water consumed.
Water consumption charge	The water consumption charge is calculated on the number of kilolitres (1,000 litres) of water consumed and is based on a reading from the premise's water meter. Unlike the fixed water access charge, this charge is levied after the water is used, not in advance. The water consumption charge includes the cost of purchasing bulk water from the State Government's Seqwater and then delivering this water to customers.
Fixed wastewater access charge	The fixed wastewater service charge is levied on premises within the existing wastewater connection area regardless of whether there is a physical connection to the wastewater network. The charge is levied in advance and is a fixed price regardless of the volume of wastewater discharged.

The current service charges for residential customers, which apply until the end of the financial year, are detailed in RW's pricing fact sheets available from Council's Customer Service team or on the RCC website at:

[http://www.redland.qld.gov.au/download/downloads/id/1440/residential\\_water\\_and\\_wastewater\\_charges\\_2016-17.pdf](http://www.redland.qld.gov.au/download/downloads/id/1440/residential_water_and_wastewater_charges_2016-17.pdf)

RW will publish details of proposed charges for the next financial year in relevant newspapers and on the RCC website by 30 June. Fees and charges will be available on this page:

[https://www.redland.qld.gov.au/info/20235/water\\_billing\\_and\\_charges](https://www.redland.qld.gov.au/info/20235/water_billing_and_charges)

## 26. Non-residential charges

The following table outlines the charges to RW's non-residential customers.

**Table 26-1 – Non-residential charges**

COMPONENT	DESCRIPTION
Fixed water access charge	The fixed water access charge is levied on premises within the existing water connection area regardless of whether there is a physical connection to the water network. The charge is levied in advance and is based on the size of the water meter (mm).
Water consumption charge	The water consumption charge is calculated on the number of kilolitres (1,000 litres) of water consumed and is based on a reading from the premise's water meter. Unlike the fixed water access charge, this charge is levied after the water is used, not in advance. The water consumption charge includes the cost of purchasing bulk water from the State Government's Seqwater and then delivering this water to customers.
Fixed wastewater access charge	The wastewater service charge is levied on premises within the existing wastewater connection area regardless of whether there is a physical connection to the wastewater network. The charge is levied in advance and is a fixed price regardless of the volume of wastewater discharged.
Wastewater pedestal charge	This charge is calculated based on the number of pedestals installed in each property.
Trade waste charge	This charge applies to customers that operate commercial premises, industry, trade or manufacturing businesses that discharge liquid waste to the wastewater network other than domestic wastewater. The charge will be calculated based on access, volume, strength and quantity considerations.
Metered standpipes	This charge applies to customers hiring metered standpipes. The metered standpipe charge comprises the following components: <ul style="list-style-type: none"> <li>monthly hire charge and security deposit;</li> <li>water consumption charge.</li> </ul>
Filling stations	This charge applies to customers using RW's designated filling stations. The charge comprises the following components: <ul style="list-style-type: none"> <li>annual permit fee;</li> <li>regular top-up arrangement (similar to go-card).</li> </ul>

The current service charges for non-residential customers are stated in RW's pricing fact sheets available from Council's Customer Service team or RCC website at:

[http://www.redland.qld.gov.au/download/downloads/id/2074/non-residential\\_water\\_and\\_wastewater\\_charges\\_2016-2017.pdf](http://www.redland.qld.gov.au/download/downloads/id/2074/non-residential_water_and_wastewater_charges_2016-2017.pdf)

RW will publish details of proposed charges for the next financial year in relevant newspapers and on the RCC website by 30 June. Fees and charges will be available on this page:

[https://www.redland.qld.gov.au/info/20235/water\\_billing\\_and\\_charges](https://www.redland.qld.gov.au/info/20235/water_billing_and_charges)

## 27. Rebates/remissions

RCC offers remissions in some situations as detailed below:

### 27.1 Remission for water leakage (concealed leaks)

RW is responsible for repairing leaks to the water mains up to and including the water meter which, in most cases, is located just inside the front boundary of the property. The property owner is responsible for repairing water leaks past the meter.

In cases where a concealed water leak has been found past the meter (within the property) and has been subsequently repaired by a licensed plumber, the property owner can lodge an application to RW to claim relief from the water consumption charges. The leak remission is in the form of a partial refund of the charges. In all cases, the property owner is responsible for paying for the repairs.

Applications for leak remissions may only be lodged where a loss of water has occurred that is hidden from view for example; either underground, under or within concrete, underneath a building or within a wall cavity where the owner or occupant could not be reasonably expected to know of its existence.

Please refer to RCC's policy on remissions for water leaks which can be found at:

[https://www.redland.qld.gov.au/download/downloads/id/256/concealed\\_leaks\\_policy\\_-\\_pol-2592.pdf](https://www.redland.qld.gov.au/download/downloads/id/256/concealed_leaks_policy_-_pol-2592.pdf)

### 27.2 Rebate for fire-fighting

The *Water Supply (Safety and Reliability) Act 2009* states that RW cannot charge for water used for fire-fighting purposes. In the event that water from a premise is used for fire-fighting purposes, the property owner can lodge an application in the form of a letter to RW for a rebate stating:

- name/s of the property owner/s;
- address of property owner/s;
- telephone numbers, home and work;
- real property description of the property for which the rebate is being claimed;
- address of property for which the rebate is being claimed;
- type of property, i.e. residential, commercial, industrial;
- details of the fire and its location;
- proof in accordance with RW's policy that a fire occurred such as:
  - written confirmation from the Fire Brigade;
  - a statutory declaration from the owner;
  - confirmation from an RW officer following a visual inspection;
- the type of installation from which the water was drawn, i.e. hose, fire hose, hydrant;
- the actual or estimated quantity of water that was used.

## 28. Connection charges

The section **Making an application for a service connection**, of this *Water Netserv Plan* outlines the process of connecting to, disconnecting from, or changing a connection to an RW network. For standard works such as short-side water connections, customers can refer to the following fees and charges schedule to determine the applicable cost.

[https://www.redland.qld.gov.au/download/downloads/id/2156/council\\_fees\\_and\\_charges\\_schedule\\_2\\_016-17.pdf](https://www.redland.qld.gov.au/download/downloads/id/2156/council_fees_and_charges_schedule_2_016-17.pdf)

Alternatively, a quotation for these works may be obtained from RW by contacting Council's Customer Service team.

Where a customer seeks connection of an existing lawful use located outside an existing connection area to either the water or wastewater network, and no infrastructure charges or infrastructure contributions have previously been collected for that development for the network, the connection charge may also include a network contribution charge. A network contribution charge will be calculated having regard to the relevant adopted infrastructure charges resolution.

## 29. Infrastructure charges

RW may levy an infrastructure charge on any development that places additional demand on its water and wastewater networks. The amount of the charge levied must be in accordance with the relevant adopted infrastructure charges resolution. An adopted infrastructure charges resolution has been prepared for the Redland local government area. Further information regarding the adopted infrastructure charges resolution can be obtained from RCC's Customer Service team or RCC's website.

[https://www.redland.qld.gov.au/download/downloads/id/2197/adopted\\_infrastructure\\_charges\\_resolution\\_no\\_23.pdf](https://www.redland.qld.gov.au/download/downloads/id/2197/adopted_infrastructure_charges_resolution_no_23.pdf)

# Redland Water's performance reporting

In order to achieve effective outcomes for the provision of water and wastewater services, RW sets high service standards that are consistent with RCC's corporate vision and commitment to its community.

## 30. Annual performance plan

RW's RCC-approved annual performance plan details how we plan to meet our customers' needs. It covers issues such as:

- customer service standards (including maintenance and service level goals);
- customer advice; and
- stakeholder feedback.

## 31. Key performance indicators

Key performance indicators (KPIs) in RW's performance plan are directly related to the quality and capacity of its network. Actual performance against these standards is presented in RW's annual report and is regulated by the appropriate authority. Details of RW's performance can be found in the annual reports located at:

[https://www.redland.qld.gov.au/info/20226/council\\_plans\\_and\\_financial\\_information/433/annual\\_report](https://www.redland.qld.gov.au/info/20226/council_plans_and_financial_information/433/annual_report)

## 32. Customer contact standards

RW has developed a Customer Service Charter which outlines its commitments to its customers, community and environment. A copy of the Customer Service Charter can be found at:

[http://www.redland.qld.gov.au/download/downloads/id/1466/redland\\_water\\_customer\\_service\\_charter\\_march\\_2015.pdf](http://www.redland.qld.gov.au/download/downloads/id/1466/redland_water_customer_service_charter_march_2015.pdf)

[http://www.redland.qld.gov.au/EnvironmentWaste/Water/Documents/Customer Service Charter March 2015 for upload.pdf](http://www.redland.qld.gov.au/EnvironmentWaste/Water/Documents/Customer_Service_Charter_March_2015_for_upload.pdf)

RCC operates a specialised Customer Service team for handling enquiries, faults and complaints in a prompt, knowledgeable, consistent and friendly manner. Customers can contact them via phone, email and in writing. The Customer Service team operates between 8:30am and 5.00pm on normal business days.

Customers are able to report service faults or concerns in relation to the water and wastewater networks (water quality, wastewater odours, system leakages, environmental overflows etc.) to Council's Customer Service team at any time 24 hours per day, 7 days per week. Calls made after normal business hours on weekdays, as well as those made on weekends and public holidays, are automatically routed to RCC's 24-hour after hours service.

RW also maintains a website which contains comprehensive information in relation to all facets of the business, as well as various forms required to be completed by customers.

### 33. Customer complaints

Customer complaints may include the provision of negative feedback or an expression of dissatisfaction in relation to business dealings, policy decisions, actions undertaken or the failure to perform certain actions. A complaint is not the same as a request for service, a request for information or an enquiry seeking clarification of an issue. Examples of matters that are not classified as complaints include:

- a request for service or assistance with clarification on a matter;
- an enquiry into the progress of a water meter connection;
- a request to take action on a leaking water pipe or any other service fault;
- an inquiry to seek clarification or further information about a bill.

When customers contact RW with a complaint, they can expect to:

- be treated with courtesy and respect;
- receive appropriate support where special needs are identified, e.g. interpreters etc.;
- be provided with a reference number for any future enquiry or follow-up;
- be kept informed of the process and outcome;
- have their complaint and personal details kept confidential;
- have the matter investigated thoroughly and objectively;
- receive an outcome for resolution within 10 to 20 working days, depending on the complexity of the complaint.

RW's approach when dealing with complaints allows for fair and detailed consideration. RW handles complaints based on the seriousness/complexity of the complaint. This allows a review process to occur should a complainant not be satisfied with the result. Performance targets require > 90% of complaints to be resolved by RW within 20 days.

## Redland Water's bills

This section of the *Water Netserv Plan* outlines the billing arrangements in relation to service charges, connection charges and infrastructure charges.

### 34. Services

The following table outlines the key components in relation to bills issued for service charges for residential and non-residential customers.

**Table 34-1 – Key bill components**

COMPONENT	DESCRIPTION
Meter reading	<p>Meter readings are used to calculate consumption charges that appear on the RW bill. Water meters are read quarterly. This is undertaken on a rolling basis across the city.</p> <p>In most cases the water meter is located inside the property and RW's meter reader will enter the property to take the reading.</p> <p>If their officers cannot read the meter (e.g. locked gates, a dog, etc.), RW will contact the customer via a self-read card to obtain a reading. Where a reading cannot be obtained, an estimate of the property's water consumption will be applied. Estimates are based on the property's historical water consumption.</p> <p>Meter accuracy reduces with age or usage. If the water meter is found to have stopped or is damaged, an estimate of the property's water consumption may be applied based on historical consumption. RW runs a program of meter replacement that accounts for the age of the meters they own and operate. When a water meter is replaced, the final reading is recorded for billing prior to the new meter being installed.</p>
Water summary details	<p>The following details will appear on an RW summary that accompanies the RCC rates notice:</p> <ul style="list-style-type: none"> <li>• the date of issue;</li> <li>• the customer's postal address, account number and the address of the property to which the charges apply;</li> <li>• the date the water meter was read, or if an estimate was made, a clear statement that an estimate was made;</li> <li>• the amount the customer is required to pay;</li> <li>• the date by which the customer is required to pay;</li> <li>• RW's telephone contact details;</li> <li>• the daily rate of drinking water usage at an individually metered property for the current reading period, including a graph showing current drinking water usage, as well as usage over each period of the previous 12 months and a comparison of usage for the same period for the previous year;</li> <li>• state government bulk water kilolitre usage.</li> </ul>
Bill frequency	<p>RW's billing occurs on a quarterly basis. Redland customers receive their water and wastewater bill as part of their rates notice.</p>
Bill payment	<p>There are many methods for accepting payment, including by mail, direct debit, BPAY and by telephone. The specific payment options can be viewed on the RCC website.</p>

COMPONENT	DESCRIPTION
Late bill payment	RW will apply 11% interest per annum to all bills that have not been paid within 30 days of the date of issue. Interest is compounded daily.
Payment arrangements	<p>RW recognises some customers may experience financial hardship (often due to circumstances beyond their control) which could affect their ability to meet the payment terms for their water and wastewater accounts.</p> <p>RCC provides assistance to customers experiencing difficulty in paying their account by way of a payment arrangement. A customer's eligibility to receive assistance under these provisions is contained within the current RCC hardship policies:</p> <p><a href="https://www.redland.qld.gov.au/download/downloads/id/1895/collection_of_rates_and_charges_and_other_revenues.pdf">https://www.redland.qld.gov.au/download/downloads/id/1895/collection_of_rates_and_charges_and_other_revenues.pdf</a></p> <p><a href="https://www.redland.qld.gov.au/download/downloads/id/269/council_pensioner_rebate_policy_-_pol-2557.pdf">https://www.redland.qld.gov.au/download/downloads/id/269/council_pensioner_rebate_policy_-_pol-2557.pdf</a></p> <p><a href="https://www.redland.qld.gov.au/download/downloads/id/285/pol-3114_exceptional_circumstance_waiver_policy.PDF">https://www.redland.qld.gov.au/download/downloads/id/285/pol-3114_exceptional_circumstance_waiver_policy.PDF</a></p> <p><a href="https://www.redland.qld.gov.au/download/downloads/id/315/pensioner_general_rate_deferral_pol-2556.pdf">https://www.redland.qld.gov.au/download/downloads/id/315/pensioner_general_rate_deferral_pol-2556.pdf</a></p>
Restriction of service	<p>As a last resort, RW may restrict the water supply to a property when the property owner refuses to pay the required charges. By law, the water supply may be reduced to the minimum level required for the health and sanitation of the occupier but not completely shut off. We will not restrict your water supply:</p> <ul style="list-style-type: none"> <li>• without explaining alternative payment options;</li> <li>• without giving the chance to get benefit or concessions;</li> <li>• if there is a dispute about the amount owing;</li> <li>• if the customer is a tenant and the landlord is responsible for the debt;</li> <li>• if the customer has proven financial hardship;</li> <li>• if the customer needs water for a life support machine or other special needs;</li> <li>• if the restriction will cause a health hazard having taken into consideration any customer concerns.</li> </ul> <p>Resumption of unrestricted supply will be prompt when the reason for the restriction no longer applies.</p>

Additional information concerning the following items can be obtained by contacting RCC's Customer Service team or can be downloaded from RCC's website:

- special meter readings;
- sub-metering of multi-unit developments;
- meter accuracy testing;
- water consumption advice notices;
- fee for service items, such as:
  - water and wastewater laboratory testing services;
  - private works (installation and maintenance services).

### **35. Trade waste**

Trade waste accounts are issued quarterly and include the base charge for the current financial year together with conveyance and treatment charges.

### **36. Metered standpipes and filling stations**

A bond is required to be paid for short or long-term hire of a metered standpipe. Quarterly readings are obtained from the hirer. Metered standpipe hire and consumption charges are invoiced quarterly.

An annual permit fee is required for a filling station application. Potable water and recycled water consumption volumes are billed up front in order to issue an access card to tanker drivers. Potable water filling stations are located in 2 separate areas across the city and recycled water from a designated WWTP.

### **37. Connections**

RW will provide a written quotation for connections to, disconnections from, or changes to a connection to an RW network. The applicant will be required to pay all charges associated with the connection including any network contribution charge prior to RW scheduling the works.

### **38. Infrastructure charges**

Infrastructure charges may only be levied by giving a person an adopted infrastructure charges notice. RCC issues the infrastructure charges notice to the person with a development approval or compliance permit, inclusive of the charges for water and wastewater infrastructure.

## Development assessment

Development assessment (DA) refers to the way RW receives, manages and decides development applications made under the *Sustainable Planning Act 2009*. This section of the *Water Netserv Plan* outlines how RW handles DA.

RW will maintain its delegation of DA functions to RCC's City Planning & Assessment Group. Close interaction between the assessment officers in the assessment teams and RW staff in both the planning and operational areas will be maintained through weekly application review meetings and constant involvement from RW staff in complex and large development applications.

This option provides better end results for the development applicants as legislated timeframes are more easily met and better coordination of essential service provision is maintained in developments approved in the RCC area.

The delegation of assessment tasks to RCC also extends to the calculating of infrastructure charges associated with trunk water and wastewater infrastructure provision. This enables efficient and accurate processing of all development responses under a "one-stop-shop" philosophy.

To summarise, the functions that RW as a water service provider delegates to RCC are:

- DA receipting;
- information requests;
- DA decision making;
- negotiated decision requests;
- infrastructure charge notice preparation, collection and receipting;
- compliance inspections.

# Appendices

Appendix A – Water supply connection area

Appendix B – Wastewater connection area

## Appendix A – Water supply connection area and trunk infrastructure maps

Hyperlinks to be provided upon completion of the LGIP

## Appendix B – Wastewater connection area and trunk infrastructure maps

Hyperlinks to be provided upon completion of the LGIP