Backflow Prevention Policy (revised)

Responsible Officer: Group Manager Operations (Adam Nesbitt)

Recommendation

That Council:

1. Revoke the current Backflow Prevention and Cross Connection Control policy dated 20 March 2013 and any policy revived as a result of that revocation.
2. Adopt the Backflow Prevention policy as attached to this report.
3. Approve a budget of $1,250,000 funded by a loan from the 'Bulk Fund' to the 'Retail Fund', for the implementation of the Backflow Program.

Objective

Backflow prevention and management is important to protect the integrity of the water supply and the health and safety of consumers.

The purpose of this report is to:

(i) provide background information about current and proposed backflow prevention policies and the related organisational risks.
(ii) recommend the revocation of the current Backflow Prevention policy
(iii) recommend adoption of a new Backflow Prevention policy, and establishment of new associated charges.

The key differences between the current and proposed policy are as follows:

- Responsibility for ownership, installation and testing of the 'Testable Backflow Prevention Devices' (TBPD) will transfer from the customer to Council. That is, Council will own, install, operate, maintain, renew and test all TBPD on services up to and including 32mm.
- Criteria based on the connected properties land zoning will used to identify the hazard rating and requirement for a TBPD.

The primary objective of the revised policy is to reduce the risk of pathogen and/or chemical contamination to all customers from backflow, back siphonage and cross connections. The revised policy will ensure that all properties connected to Council's bulk water supply distribution system are compliant with the Australian Drinking Water Guidelines, the Plumbing Code of Australia and the relevant Australian Standards.

Background

Administration and compliance matters relating to Backflow Prevention Policies in Local Water Utilities (LWUs) are challenging and resource intensive due to their complexity and risk-based application. Enforcing compliance to manage these hazards creates a frequent source of conflict between LWUs and customers. Customers typically understate the risks/hazards on their properties and are often reluctant to proactively manage their backflow devices resulting in ongoing noncompliance and an administration burden on council.

Backflow into a reticulation system can be caused by either siphonage, applied pressure or a combination of both. Siphonage into a pipe system occurs when there is a decrease in supplied pressure to the pipeline. The backflow created by negative pressure or siphoning is potentially very dangerous because it can suck contaminated water back into the pipe distribution system.

A sudden reduction in pressure can occur when a break occurs in Council's bulk water system or during maintenance activities. Applied pressures can be caused by cross connections between a customer's internal supply and Council's bulk water system, such as a rainwater tank, irrigation system or pump connected to Council's network.

This can lead to water contaminated with chemicals and/or pathogens entering the distribution system. Sources can include, water stored in animal troughs, chemical/spray containers, irrigation systems, on-site sewage management systems and industry.

As Council is a bulk water supplier to four (4) constituent councils serving a population of more than 100,000, backflow prevention and ensuring the ongoing provision of safe drinking water is critically important. Council has a relatively small number of directly connected customers to its bulk distribution network (2118), however based on land use type and zoning, it is estimated that a very high percentage (approximately 80%) of these customers are classified as medium and high hazard requiring TBPD.

Council's current backflow prevention program

Council customers with a high or medium hazard water connection are required to install a TBPD and have it registered with Council under Council's existing Backflow Prevention and Cross Connection Control policy. The Plumbing Code and Council also requires property owners to have these devices tested every 12 months by a licenced plumber trained in Backflow Prevention with results forwarded to Council. This is also consistent with Rous' constituent council's approach.

Under the current model, Council has had ongoing problems associated with TBPD hazard assessments, installation, and annual test compliance requirements with approximately 50 percent of the 350 annual certificates requiring follow ups by Council staff. Individual customer follow-ups are required for generally minor but nonetheless time-consuming matters, including:

- missing test certificates
- incorrectly filled out test certificates
- customers unable to arrange plumber to test before due date
- complaints
- requests for reassessment of hazard ratings

Requests are also received by customers to waive the non-compliance re-registration fees that are automatically raised when Council did not receive the test certificate before the annual testing due date. These requests require investigation into the individual circumstances of each case including liaison with the landowner, plumbers and other councils to resolve.

Proposed backflow prevention program

Council has approximately 350 TBPD registered on medium and high hazard water customer connections. Based on current land use, zoning and associated hazards, the number of installed TBPDs should be closer to 1755.

To ensure ongoing safety and compliance with the relevant backflow prevention codes and standards, the proposed policy provides that all properties zoned 'Rural (RU1 – RU6)', 'Commercial (B1 – B8)' or 'Industrial (IN1 – IN4 & SP1 – SP3)' are to be classified as medium to high hazard for backflow and cross contamination. These zones have been classified as medium to high risk due to the potential of hazardous chemicals, onsite sewage management systems and livestock permitted on these properties due to the land zoning.

All other land zones will be assessed using site specific information. In the absence of any site-specific information, Council will assign a hazard rating to a property based on Council's assessment of the primary activities being undertaken on site. Council may ask customers to certify their hazard rating periodically. If the customer has more site-specific information and requests a review of the hazard rating, then Council will review the hazard and may determine that a different hazard rating is more appropriate and amend its records accordingly.

A transition to the proposed policy position will be implemented over an 18–24-month period and be managed as part of the Smart Metering program. Significant savings will be made by undertaking the programs simultaneously as both devices (Smart Meter and TBPD) can be installed in bulk, and at the same time (refer to Finance comment). Under the proposed new policy, customers will not receive any additional backflow related charges from Council for at least 18 months after adoption to allow for installation and provision of information.

As part of the new program, Council will also implement the 'Backflow ID' system to assist with the time-consuming paperwork and annual testing regime. This online proprietary software system allows staff and contractors to maintain the backflow register and keep records of all property backflow hazard ratings, registration of backflow devices and annual test results.

The proposed backflow program will generally operate as follows:

- Existing registered backflow devices will be voluntarily 'transferred' to Council with a credit applied to the customer's bill based on the depreciated value of the backflow device.
- All medium and high hazard customers will have a TBPD installed on Council's side of the meter, which will be undertaken in parallel with the Smart Metering program to reduce program costs.
- Council will undertake annual maintenance and testing of all TBPD including the existing 350 (transferred) registered devices.
- Annual servicing and replacement of all TBPD up to and including 32mm will be undertaken by Council or its agents.
- Customer to be charged a quarterly Charge to cover the cost of the supply and installation of the device, its ongoing maintenance and future replacement.

Implementation of the proposed policy will ensure Council is better able to manage backflow related hazards in accordance with its legislative obligations. It will also provide the lowest cost to the customer as council can undertake the works in bulk and with reduced administrative overheads.

Governance

- **Finance**

Under the proposed policy, Council will own and be responsible for the installation, operation, annual testing, maintenance and renewal of all testable backflow devices up to and including 32mm in size, with costs to be recovered from customers assessed as requiring the TBPD. That is, customers who are not assessed as requiring TBPD will not be cross-subsidising this fee.

The recovery of the capital cost of the TBPD will be spread over the useful life of the backflow device (estimated at ten years). It is proposed to calculate an annual TBPD fee which will appear as a charge on the customer's quarterly water account.

Cost recovery for the TBPD includes labour charges for installation, operation, repair and maintenance, annual testing, renewal and administration costs as applicable. CPI and/or other price fluctuations relating to the backflow charge are to be managed through adjustments to Council's fees and charges on an annual basis. The intention is to accumulate these funds in the Retail reserve over the 10-year timeframe in order to fund the future cyclical replacement of the devices.

An initial budget of $1,250,000 is required to fund the implementation of the program which will cover the following:

- TBPD supply and installation costs of approximately $975,000 (based on installation of 1755 backflow devices at $555 each).
- Administration costs of $100,000 (program management, in collaboration with the Smart Meter Program Manager), software solutions and backflow ID.
- Transfer costs of $175,000 (transfer costs of existing TBPD to council – refer below)

Transfer costs: During the transition to Council-owned backflow devices, customers with an existing, operable and testable backflow device (approximately 350 customers), will have the option to 'transfer' their TBPD to Council. It is proposed to recognise a transfer cost, based on the depreciated value of the meter (based on a $1,000 installation cost and 10-year service life), in good faith, to those customers currently compliant with Rous' existing policy. For budgeting purposes, it has been assumed that the average remaining useful life is 50% or $500.

Funding source: As at 30 June 2021, the Retail Reserve has a balance of $2.771M. Allocating $1.250M to the backflow device program will impact the funds ability to maintain reserve scorecard objectives and will impact delivery of scheduled capital expenditure.

The recommended and preferred funding option is to 'borrow' the capital funds from the Bulk Water Fund. This would be repaid over the 10-year period at the existing interest rate (2.75%) as part of the backflow device fee.

Under this preferred option, the cashflow program is shown in the table below:

Cashflow Statement - Loan funded	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	Total
Loan Funds Borrowed	825,000	425,000	0	0	0	0	0	0	0	0	1,250,000
Initial Cost of Backflow Devices	(825,000)	(425,000)	0	0	0	0	0	0	0	0	(1,250,000)
Operational Costs - Annual Testing	0	(115,830)	(175,500)	(175,500)	(175,500)	(175,500)	(175,500)	(175,500)	(175,500)	(175,500)	(1,519,830)
Operational Costs - Software Costs	(20,000)	(20,000)	(20,000)	(20,000)	(20,000)	(20,000)	(20,000)	(20,000)	(20,000)	(20,000)	(200,000)
Loan Repayment Cost	(143,826)	(143,826)	(143,826)	(143,826)	(143,826)	(143,826)	(143,826)	(143,826)	(143,826)	(143,826)	(1,438,263)
Annual Charge to Customers	85,796	171,592	343,184	343,184	343,184	343,184	343,184	343,184	343,184	343,184	3,002,857
											0
	(78,030)	(108,065)	3,857	3,857	3,857	3,857	3,857	3,857	3,857	3,857	(155,237)

Note: At year 10 there is a small deficit due to the impact of staged billing.

Impact on water accounts: Assuming the funding source is loan funded from the Bulk Water Fund, initial modelling indicates a 10-year cycle cost of $3.432M (adjusted for CPI) which equates to a total fee of $1,955 per customer assessed as needing the backflow device over the 10-year period.

This calculates to an (average) annual fee amount of approximately $196 (or $49 per quarter). This equates to an increase of 110% on the existing annual facility charge of $178.85 for a 20mm connection based on 2021/22 fees and charges.

Subject to Council's approval of this policy, the Long-Term Financial Plan (LTFP) will be updated to reflect these changes and to ensure the long-term financial sustainability of the Retail fund.

- **Legal**

The *Local Government Act 1993 (NSW)* (LG Act) establishes Council's powers in relation to its water supply function and its supporting regulation – the *Local Government (General) Regulation 2021* (LG Regulation) – sets out the requirements for the provision of water services and water supply works including compliance with the *Plumbing and Drainage Act 2011 (NSW)* and the Plumbing Code of Australia.

Compliance with the Plumbing Code of Australia is satisfied if work is undertaken in accordance with the Australian Standard/New Zealand Standard (AS/NZS) 3500. Relevantly, these provide that all properties with a connection to a water supply and a medium or high hazard rating must have installed appropriate, testable backflow prevention devices for containment purposes.

Consultation

Public consultation was not undertaken on the proposed policy as legislative requirements prescribe the need for backflow prevention devices. That is, all properties with a connection to a public water supply that have a medium or high hazard rating must have installed appropriate, testable backflow prevention devices for containment purposes. Refer to Legal below.

As part of the implementation process, council staff will be writing to all impacted customers to advise them of this requirement prior to the installation of the backflow device.

Prior to the implementation of the new backflow charge, the charge will be included in the relevant years Fees and Charges Council report in April for public display prior to adoption in June.

Conclusion

Council has a legislative responsibility and is accountable for the implementation and management of control measures that are appropriate and adequate for the protection of the public water supply. The adoption of the proposed Backflow Prevention Policy, coupled with an installation program based on land zoning for TBPD, will provide the framework to meet those objectives of providing safe drinking water to the community.

The installation and ongoing maintenance of TBPD by Council ensures 100% compliance with the legislation, reduced administrative burden and protection of the water supply from backflow hazards. Under the proposed policy, this is achieved at a significantly lower cost to the customer (compared to the current policy).

Attachment

1. Proposed Backflow Prevention policy (for endorsement)
2. Current Backflow Prevention and Cross Connection Control policy (to be revoked)

Policy

ROUS COUNTY COUNCIL

Backflow prevention

Approved by Council: xx/xx/xxxx

To outline Council's commitment to appropriate levels of backflow prevention, cross-connection control in the protection of the Rous County Council water supply.

Safety Teamwork Accountability Respect

Background

Backflow presents a public health risk to potable water supplies by allowing pathogens, chemical contaminants or organic matter to enter the water supply network. This risk is exacerbated within Council's bulk water supply network due to several factors, such as:

(a) Reliance on gravity to move water through Council's water supply network increases the likelihood of backflow occurring due to occasional differences in water pressure within a water main as compared to that within the Customer's private water pipeline; and

(b) The prevalence of retail water service connections directly to Council's water main in areas used for rural, commercial or industrial purposes.

Council recognises strong preventative measures are required to lower the risk posed by backflow to acceptable levels and to preserve community confidence in the quality and safety of the water Council supplies for drinking.

Purpose

This policy applies to all retail water service connections to Council's bulk water supply network without exception and will:

A). Ensure compliance with the legislative and regulatory requirements of providing clean, safe, drinking water that protects public health for all customers.

B). Ensure the methods for the prevention of contamination of the drinking water within the water network are known, implemented, and appropriate levels of backflow and cross connection prevention are applied for the protection of the water supply.

C). Provide clear guidelines to assist Council staff in making determinations relating to protecting the potable water supply via backflow prevention.

D). Provide clear information to members of the public, plumbers, and other stakeholders about the selection and installation of backflow prevention devices and Council's role in backflow prevention.

Policy statement

Council adopts the multiple barrier approach as set out within the Australian Drinking Water Guidelines as best practice in the management of drinking water supplies.

The installation of a Backflow Prevention Device on all retail water service connections to Council's water supply network is a critical risk control and element of the multiple barrier approach.

1.0 Installation

1.1 Council will install and maintain a Backflow Prevention Device on all retail water service connections to its bulk water supply network. This will occur in accordance with the requirements of the applicable Plumbing Code of Australia, Australian Standards and such other legislation as may be relevant in the circumstances.

1.2 Backflow Prevention Devices will be owned by Council and installed as part of the meter assembly (low hazard installation) or before the water meter as depicted in *Figure 1* below for medium and high hazard installations:

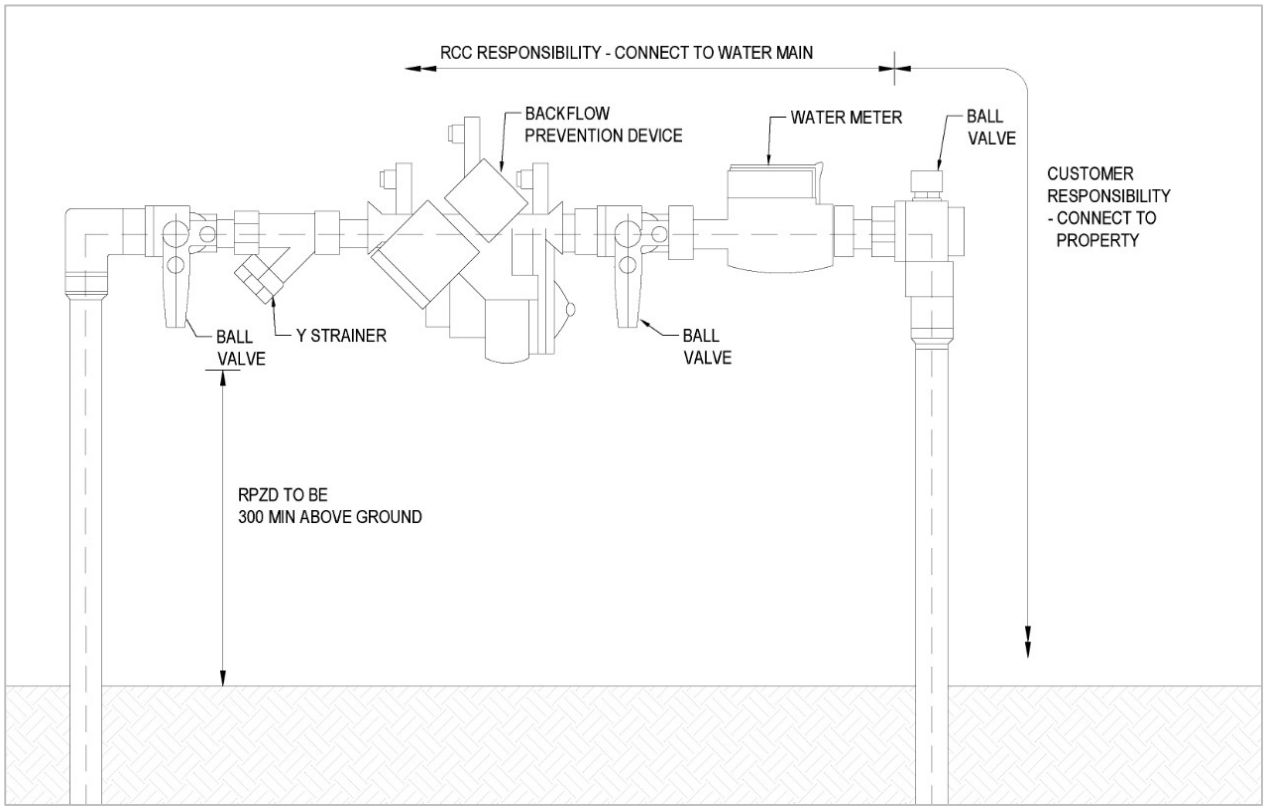

Figure 1 – Typical backflow installation

2.0 Testable Backflow Prevention Device

2.1 Properties classified with a medium to high hazard rating must have a Testable Backflow Prevention Device installed at the retail water service connection point for containment purposes or alternative solution approved by Council, in accordance with Australian Standard 3500 Part 1: Plumbing and drainage Section 4. Testable Backflow Prevention Devices

3.0 Non-testable Backflow Prevention Device

3.1 Properties classified with a low hazard rating must have a non-testable Backflow Prevention Device (as a minimum). A non-testable Backflow Prevention Device is built into Council supplied water meters for 20mm and 25mm water meters.

4.0 Determining hazard rating

4.1 Land Zoned 'Rural (RU1 – RU6)', 'Commercial (B1 – B8)' or 'Industrial (IN1 – IN4 & SP1 – SP3)' are, for the purpose of this policy, classified as medium to high hazard properties for backflow and cross contamination. These zones have been classified as medium to high risk of cross contamination due to the potential of hazardous chemicals, onsite sewage management systems and livestock allowed on properties due to the land zoning and must have a Testable Backflow Prevention Device installed.

4.2 All other Land Zones will be assessed using site specific information. In the absence of any site-specific information, Council will assign a hazard rating to a property based on Council's assessment of the primary activities being undertaken on site. Council may ask customers to certify their hazard rating periodically. If the customer has more site-specific information and requests a review of the hazard rating, then Council will review the hazard and may determine that a different hazard rating is more appropriate and amend its records accordingly.

5.0 Annual testing

5.1 Testable Backflow Prevention Devices will be tested annually by a Qualified Person engaged by Council.

6.0 Cost

6.1 All costs of implementing the requirements of this policy are to be borne by customers requiring a Testable Backflow Prevention Device. This includes the cost of the Device, labour charges for installation, replacement, repairs, annual testing, ongoing maintenance and administration costs as applicable.

6.2 The recovery of the Testable Backflow Prevention Device costs will be spread over the lifetime of the device (typically ten years) and will appear as a charge (backflow charge) on the customer's quarterly water account. The backflow charge is calculated by summing all Testable Backflow Prevention Device costs over a 10-year period and evenly allocating those costs to the customer's quarterly water account. CPI and/or other price fluctuations relating to the backflow charge are to be managed through adjustments to Council's Fees and Charges policy on an annual basis.

6.3 During the transition to implementation of the revised Backflow Prevention policy and Council-owned backflow devices, customers with an existing, operable and testable backflow device, will have the option to 'transfer' their backflow device to Council. Devices that are 10 years or older will not be considered for 'transfer', as they have reached their serviceable life. If this option is taken, Council will apply a credit to the customer's water bill based on the depreciated value (assuming a 10-year life) of the backflow device installed. Following application of the credit, the backflow device will become the property of Council.

7.0 Council responsibilities

7.1 Council will install, maintain, service, test, repair and renew Testable Backflow Prevention Device as required up to and including 32mm in size. Larger devices will be managed under a separate agreement between Council and the customer.

7.2 Council staff will maintain a backflow register and keep records of all property backflow hazard ratings, registration of backflow devices and annual test results.

7.3 Council staff will provide information to customers regarding backflow, cross connections and backflow prevention from time-to-time and upon request.

Definitions

Australian Standards means:

AS/NZS 3500:1, namely the current version of the Australian Standard/New Zealand Standard for Plumbing and Drainage. AS/NZS 3500:1 refers to Part 1 (Water Services) of this standard.

AS/NZS 2845:1, namely the current version of the Australian Standard/New Zealand Standard for Water Supply. AS/NZS 2845:1 refers to Part 1 (Backflow Prevention Devices) of this standard.

Backflow means the unintended reversal of flow in a water pipeline whereby water that has already passed beyond the meter assembly into the customer's pipeline system returns to the Council's water supply.

Backflow Prevention Device means a mechanical device that will prevent the reverse flow of water from a potentially polluted source into a potable water supply system.

Council means Rous County Council, being the organisation responsible for the supply of bulk drinking water to the Ballina, Byron, Lismore and Richmond Valley local government areas.

Customer means the owner of the property that has a direct retail water service connection with Council.

Cross-connection means any connection or arrangement between the potable water supply system connected to water main or any fixture, which may under certain conditions enable water unsuitable for drinking or other substances to enter the potable water supply.

Hazard Ratings (as defined in AS/NZS 3500:1) means:

- High Hazard – any condition, device or practice which in connection with the water supply system has the potential to cause death.
- Medium Hazard – any condition, device or practice which in connection with the water supply system could endanger death.
- Low Hazard – any condition, device or practice that in connection with the drinking water supply system constitutes a nuisance but does not endanger health or cause injury.

Land Zone means the land zone classification as determined by Ballina, Byron, Lismore and Richmond Valley councils and their relevant Local Environmental Plans, as determined by the NSW State Government.

Testable Backflow Prevention Device (TBPD) means any backflow device that is provided with test taps for the purpose of testing its operation, and a registered break tank; or a registered air gap.

Plumbing Code of Australia means the technical provisions for the design, construction, installation, replacement, repair, alteration and maintenance of water services, sanitary, plumbing and drainage systems.

Potable water means drinking quality water.

Retail water service connection(s) means all water connections to Council's bulk water supply network other than connections to another local council.

Qualified Person means a licensed plumber who has undertaken accredited backflow training from a registered training organisation in accordance with the *Plumbing and Drainage Act 2011 (NSW*).

Contact officer
Group Manager Operations

Related documents

Policies
Risk Management
Land Management

Procedures
Backflow prevention and cross connection control procedure.

Legislation
Local Government Act 1993 (NSW)
Public Health Act 2010 (NSW)
Water Management Act 2000 (NSW)
Plumbing and Drainage Act 2011 (NSW)

Other
Things You Need to Know - terms and conditions for connection
Rous County Council's Drinking Water Quality Management System
Australia Drinking Water Guidelines
Plumbing Code of Australia (Volume 3 of the National Construction Code)
AS/NZS 3500:1 Plumbing and Drainage Part 1: Water Services
AS/NZS 2845:1 Water Supply – Backflow Prevention Devices.

Office use only	File no.: XXX	Next review date: [2 years]	
Version	Purpose and description	Date adopted by Council	Resolution no.
1.0	Policy: Backflow prevention and cross connection control	20 March 2013	24/13
2.0	Policy: Backflow prevention		

Rous Water			
POLICY	Backflow Prevention and Cross Connection Control		
OVERVIEW	To outline Council's commitment to appropriate levels of backflow prevention, cross-connection control in the protection of Rous Water's Water Supply.		
AUTHORISED COUNCIL	ROUS	RRCC	FNCW
	20/03/2013	N/A	N/A
REVIEW DATE	2 years		
FILE	172		

Purpose
This policy deals with the prevention of backflow of water from customers properties back into Rous Water's potable water distribution and reticulation systems.

Definitions

Backflow
Backflow is the unintended reversal of flow in a water pipeline whereby water that has already passed beyond the meter assembly into the customer's pipeline system returns to the Council's water supply.

Cross-Connection
Cross-Connection is a direct or indirect physical connection of a potable water supply to a line that is non-potable e.g., town water supply to a non-potable bore.

Hazard Ratings

High Hazard
Any condition, device or practice within the water supply system and its operation, which has the potential to cause death.

Medium Hazard
Any condition, device or practice within the water supply system and its operation, which could endanger health.

Low Hazard
Any condition, device or practice within the water supply system and its operation, which would constitute a nuisance but not endanger health.

Testable Device
Any backflow Prevention Device that is provided with test taps for the purpose of testing its operation, and a registered break tank; or a registered air gap.

Qualified Person
A licensed plumber who has undertaken accredited backflow training from a registered training organisation.

Objective

The objective of this Policy is to:

1. Provide clear guidelines to assist Council staff in making determinations relating to protecting the potable water supply via backflow prevention.
2. Provide information to members of the public, plumbers and other stakeholders about the selection and installation of backflow prevention devices and the Council's role in backflow prevention.
3. Ensure that non-complying properties are brought into line with the requirements of this Council Policy, Plumbing Code of Australia and the Australian Standard AS 3500 Part 1.
4. Maintain backflow records/register.
5. Ensure containment devices are provided and that these devices are equal to or greater than the downstream hazard.
6. Ensure annual testing is carried out by a qualified person and is added to the Council backflow register.
7. Investigate non-compliance and ensure enforcement of this policy.

POLICY

Rous Water as the supplier of potable water to the public must ensure that it meets its obligations under the Australia Drinking Water Guidelines and Rous Water's Drinking Water Management Plan to provide safe drinking water to the constituent Councils and Rous Water's retail customers. Rous Water ensures this by protecting the systems from contamination or pollution. With this in mind Rous Water is undertaking to make all new and existing water connections compliant with the Local Government Act 1993, Plumbing Code of Australia and Australian Standards.

Rous Water ensures the implementation of this policy by installing non-testable rated backflow prevention devices on all low hazard water services and requiring the customer to install, test and maintain an appropriate backflow device on all medium and high hazard water services.

Council Responsibilities

Council will operate a system of compliance to ensure that customers comply with this Policy.

In the absence of any site specific information, Council will assign a hazard rating to a property based on Council's assessment of the primary activities being undertaken on site. Council may update the rating from time to time. If the customer has more site specific information and requests a review of the hazard rating then Council will review the hazard and may determine that a different hazard rating is more appropriate, and amend its records accordingly.

Council will keep records of all properties backflow hazard rating. Council may ask customers to certify their hazard rating periodically. Council may require that this certification be carried out from time to time by Qualified Personnel.

Council will keep records and ensure that minimum requirements for Testable Devices are carried out. These are:

1. All testable backflow devices must be registered with Council and tested on installation.
2. All testable devices must be tested on an annual basis and testing is to be carried out by a Qualified Person.
3. Council will advise customers of the date when the device must be tested by with test results forwarded to Council within 10 working days of testing the backflow prevention device.

Customer Responsibilities

The customer is responsible for installation of the appropriate backflow prevention devices including containment protection, on their property that has a high or medium hazard rating. The customer must engage a Qualified Person to install the backflow device. In the case of existing water services the customer must provide certification of the backflow device by a Qualified Person to Council in a timeframe agreed by Council. In the case of a new water service the customer must provide certification of the backflow device by a Qualified Person prior to Council making water available at the service.

The customer is responsible for the ongoing maintenance and certification of the backflow device. Upon advice from Council of the need to do so, the customer must submit certification of the satisfactory operation of the backflow device to Council within 30 days of the issue of the advice. Where the customer fails to provide the certification by the due date, Council may do one or more of the following:

1. test and certify the device and charge a fee to the customer.
2. issue reminder notice(s) to the customer and charge a fee to the customer.
3. disconnect the water service if Council believes that the hazard presented by the activities on the property presents an unacceptable risk to the water supply and charge a fee for the disconnection/reconnection.

PROCEDURES

Backflow and Cross Connection Prevention Procedure.

LEGISLATION

Local Government Act 1993 (NSW).
Plumbing and Drainage Act 2011 (NSW).

RELATED DOCUMENTS

This policy should be read in conjunction with the Council's terms and conditions for connection.

CONTACT OFFICER

Distribution System Assets Manager.