

# filling stations

## Standpipes

A standpipe is a portable device which can be attached to a hydrant to provide access to the water network. Standpipes are used by Council staff for maintenance of water mains including flushing and ice pigging.

Traditionally standpipes were used for bulk water purchase, however in 2009 Council adopted a policy outlawing their use (except by Council for maintenance purposes) and they were replaced with water filling stations. Illegal use of standpipes for drawing water is considered theft and hefty penalties apply. If you see any non-Council related use of standpipes please inform us directly on 4868 0888. You are indirectly paying for this water theft and the damage caused to our infrastructure by the culprits.

## Water filling stations

Council has installed six water filling stations throughout the shire. The filling stations are available for use by approved water carters and ensure that Council's water supply is protected from cross contamination and water theft.

If you wish to gain access to the filling stations, you can find the application form and location map on our website.



Illegal standpipe use



Water filling station

# water wise

## Water Wise Initiatives

Water Wise Initiatives are simple, common sense actions that the community, including residents, businesses, schools, etc, can take to reduce waste.

These initiatives apply all year and are only superseded when water restrictions are imposed. The initiatives are:

- Watering with sprinklers and irrigation systems is allowed any day before 10am and after 4pm
- All hand hoses must have trigger nozzles
- Instead of hosing hard surfaces, use a broom to clean paths and driveways
- Washing vehicles is allowed but should be done on your lawn wherever possible.

Recycled water, bore water, and water used for testing fire systems, firefighting, and related activities are exempt from the Water Wise rules.

## Water Restrictions

Water restrictions are applied when dam or reservoir levels get low and demand is high. Details will be advertised in such an event. Fines will be imposed for breaches of the restrictions.

# connect with council

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# council water services

a guide to our  
responsibilities  
and yours



[www.wsc.nsw.gov.au](http://www.wsc.nsw.gov.au)



## Where does my water come from?

Water is taken from dams, treated to drinking standards at treatment plants, pumped to reservoirs, and then gravity fed to your property through a network of pipes. Council owns and maintains a vast water supply network including:

- 3 Water Treatment plants
- 2 dams
- 29 water reservoirs
- 15 water pump stations
- 655km of water distribution network pipes
- Over 17000 connected water meters

This list continues to grow with the increasing population of the Southern Highlands community.

## Water Supply Operation and Maintenance

The water supply network is made up of many moving parts and requires ongoing maintenance, replacements, and upgrades to ensure it continues providing clean & safe drinking water.

Council has an annual renewal program to target assets at or close to the end of life, to meet the Australian drinking water guidelines and to prevent water main breaks before they happen.

## Water meter responsibility

Council provides and maintains the entire network up to and including your water meter. If you recognise a problem with your meter, contact Council and we'll repair or replace it. If you damage or tamper with the meter, however, Council may forward repair charges to you. Property owners should ensure that their water meter is accessible at all times and that their internal plumbing after the meter is in a good condition. If you have concerns, consult a plumber.

## Checking for leaks

1. Ensure no water is being used in your house and turn off all water appliances, such as washing machines
2. Take a reading of your water meter, including the red numbers
3. Wait overnight, ensuring no water is used. The longer the time, the more obvious the results are
4. If the meter shows water has been used, you may have a leak. It is recommended you contact a licensed plumber to locate and rectify any leaks.

## Leak repair responsibility

If you're aware of a leak, you can check whose responsibility the repairs are. If the leak is between your meter isolation valve and water meter, the repairs are Council responsibility. Otherwise, if you shut the meter isolation valve and the leak stops, the repairs fall to you. If you find a leak that is Council's responsibility, please contact us for repairs.

The diagram opposite shows your water services including where the responsibility for repairs and maintenance starts and end.

## Unusual taste, colour and odour

Changes in taste, colour, or odour in your drinking water can be caused by many different circumstances and in most cases running your tap for a short period of time will resolve this issue. Your internal plumbing can also cause these problems. A smell and taste of chlorine in drinking water is a requirement under the Australian Drinking Water Guidelines and is quite normal.

## Water hardness

Hardness describes the calcium and magnesium salt content of water. Hard water has no adverse health effects but may cause a flaky scale to build-up in kettles and hot water systems. Some appliances require water of a particular hardness and may need softeners or filters.

## Water pressure

The pressure in your home is determined by the height of the reservoir supplying your property and any booster pumps along the way. Excessive pressure leads to a high rate of water leaks and can reduce the lifespan of water supply assets, such as water mains. Council aims to provide pressure between 12 and 90m at your water meter.

