# Install Non-Drinking Water Meter Enquiry Form

Please complete this form in **BLOCK LETTERS** and return to:

Any Council office

Post to:
PO Box 399
TAILEM BEND SA 5260

Email to:
council@coorong.sa.gov.au

| APPLICANT DETAILS | | | |
|---|---|---|---|
| Name: | | Phone: | |
| Postal Address: | | | |
| Email: | | | |

| FULL SITE ADDRESS & LAND DETAILS | | | | | |
|---|---|---|---|---|---|
| House Number: | | Lot Number: | | Parcel: | |
| Street: | | | | | |
| Town | | | | | |
| Volume: | | Folio: | | Assessment: | |
| Owners Signature | | | | | |

** Please note: This is **not** an application form.
Connection to the non-drinking water scheme is outlined overleaf and must be read in conjunction with this form. Council require this form to be completed prior to providing an offer to connect the property stipulated above to the non-drinking water scheme.

| OFFICE USE ONLY | | | | |
|---|---|---|---|---|
| Connection assessment: | ☐ | Standard installation | ☐ | Non-standard installation |
| Approved by: | | | | |

## Non-Drinking Water Scheme Connection Process

If you are moving into or purchasing a property that has existing non-drinking water supply, you are already connected to the non-drinking water supply network, so you will not need to apply for a connection.

If purchasing a property, your conveyancer will advise Council of the change of ownership and you can begin using these services. Council will commence billing you from the date of purchase of the property.

If you are building a new house, check that your builder has applied for a new water (and/or sewerage connection). If it is not part of the building contract, you, as the owner, will need to apply for a connection prior to construction commencing.

### Step 1: Assessing the type of connection you need

Your enquiry will be assessed for the type of connection requested. Council will process your completed connection enquiry within fourteen (14) business days.

If no augmentation (additional works beyond standard meter installation) is required to provide connection to the non-drinking water scheme, no fees shall be charged in addition to those listed in Council's schedule of fees & charges for a standard 20mm meter installation.

If augmentation of the water scheme is required to provide a connection, a preliminary cost estimate can be provided at no cost upon request. Beyond this initial estimate, a fee for assessment is required and the outcome of this assessment will be detailed in the pricing and concept design for any network augmentation required.

### Step 2: Offer to connect

Once an initial assessment has been carried out and if Council deem that a connection to the non-drinking water scheme is possible, the property owner will need to agree to and sign the 'Offer to connect' and commit to all installation costs.

Council will send the applicant an offer to connect. It will include:

- type of service available
- required fees and charges for the type of connection (invoice)
- any approvals required to obtain, and any pre-conditions for the work completion
- any post installation requirements
- a copy of the contract of supply
- a copy of the Customer Service Charter – CWMS and Non-Drinking Water Supply
- information regarding water quality and appropriate use of non-drinking water

### Step 3: Making payment

You will receive an invoice and a copy of the Contract of Supply with your offer to connect. This will outline the fees and charges payable and how to pay. The invoice will be valid for thirty (30) days and **full payment is required prior to meter installation.**

By making payment, you agree to the terms and conditions as they appear in the Contract of Supply.

## Step 4: Meter Installation

Timeframes for installation shall be provided on a case-by-case basis at the time the offer to connect is produced.

Once a meter is installed the applicant will be responsible for paying any recorded usage This includes any usage on vacant land.

The property owner will be responsible for any future repair or replacement costs as the direct result of damage to the meter. If a meter is identified as faulty, Council will be responsible for any replacement costs of the meter.