

## Section A – New Service Details

**Property Address:**

**What type of service is required?**       Residential       Commercial       Fire

**Please select the service size required:**

Domestic:       20mm       25mm       40mm       50mm       100mm       150mm

Fire Service:       25mm       40mm       50mm       100mm       150mm

## Section B – Applicant Details

Are you the:       Owner       Builder       Other(describe):

Your Name:

Your Address:

Your Email:

Your Phone:

**I have:**       provided a site plan of the property indicating the require meter installation position;  
 read and agree to the conditions on this form.

Signature:

Date:

### Conditions:

1. Meters will be positioned above the normal ground surface unless the Aqwest Manager Water Services deems otherwise.
2. Water services are provided for domestic and commercial purposes only and not for garden/lawn reticulation.
3. Service connection will only be provided within 1.2 metres of the side boundary and not on the same side as the vehicle crossover.
4. If services are not able to be installed under normal working conditions, extra charges as considered necessary will be calculated and paid by the applicant.

### Fees:

1. Once this application is received, we will send you a quote for the service fees and infrastructure contributions if required.
2. Payment is required prior to work commencing. Work will be completed within ten (10) business days (or an agreed date) of fees being paid in full and all conditions being met.

## Important Information for Customers

The following should be noted with regard to the provision of any water services from Aqwest’s reticulated water supply system:

### 1. Backflow Requirements

- a) Residential Services – All services with a diameter greater than 25mm shall require a level of backflow prevention.
- b) Non-Residential – All services shall require a level of backflow prevention.
- c) Fire-Fighting Services – all services shall require a medium level of backflow prevention

The level of backflow prevention for each type of service above is as determined by Appendix E, Table E1 to E3, to be installed by a licensed plumber as outlined in AS/NZS 3500.1.2.2010 National Plumbing & Drainage Code. All Backflow Prevention Devices shall be tested annually by a licensed plumber and compliance certificates sent to Aqwest.

### 2. Service Interruption

Section 77, Clause 1 of the Water Services Act 2012 states “A licensee may interrupt, suspend or restrict the provision of a water service to the extent to which it is necessary, in the licensee’s opinion to do so because of an accident, emergency, potential danger or other unavoidable cause, or for the purposes of maintenance and repair”. If this impacts on the domestic drinking services to any property, it is the property owner’s responsibility to make provision to suit their requirements.

### 3. Flow Rate

In accordance with our Operating Licence for a standard water supply, Aqwest is required to supply a flow rate of 20 litres per minute at 15 metres minimum static pressure (150 kilopascals).

### 4. Pressure

Aqwest does not guarantee and is under no obligation to maintain constant pressures for the life of the service, and it is the Owner’s responsibility to check their service installation and ongoing for the life of the service to ensure that it meets their demand.

### 5. Specific Requirements

Aqwest’s systems are undergoing constant change and variation to operational settings, and for this reason premises with specific requirements should consult their suitably appointed hydraulics consultant.

### 6. Acknowledgment

The owner/applicant acknowledges that the owner/applicant has made his own independent enquiries with regard to all matters relevant to the provision of the water service, in order to determine the suitability of the service and the owner/applicant acknowledges that the owner/applicant has not sought nor been given any advice with regard to the suitability of the service from Aqwest and that Aqwest have not expressly or impliedly represented or warranted to the owner/applicant that the service is suitable or adequate for the purposes intended by the owner/applicant and that all warranties (if any) as to suitability and adequacy thereof implied by law are expressly negative and the owner/applicant further acknowledges that the owner/applicant has himself specified to Aqwest the service which is required by the owner/applicant, based upon the owner/applicant’s own independent enquiries and investigations.

### 7. Release, Discharge and Indemnity

The owner/applicant shall use the service at the owner/applicant’s own risk and the owner/applicant hereby released Aqwest to the full extent provided by law, including Aqwest’s servants and contractors from all claims and demands of every kind resulting from any damages to property or injury to person as a consequence of any failure of or deficiency or fault with the service and the owner/applicant hereby indemnifies and shall keep Aqwest indemnified in respect of all and any such claims, liability, costs and expenses without limitation.

### 8. Definitions:

- Service: the pipe between the water main and the property boundary.
- Multi- Residential: a service which is connected to more than one meter
- Non-Residential: a service which is provided for commercial purposes
- Fire Service: a service which is solely provided for firefighting use.