

CONNECTION TO RETICULATED SERVICES POLICY

This policy applies to the Council's reticulated water, sewerage or storm water systems. It does not include connections to any rural water supply scheme.

It should be noted that:

- (a) Connections to the Council's reticulated water system is subject to the terms and conditions specified in the Gore District Council Water Supply Bylaw 2010.
- (b) The location, design and standards required to be met in installing any reticulated water, sewerage or storm water systems are specified in the Gore District Council Subdivision and Land Development Bylaw 2011.

Connection to Council Infrastructure

- 1. Any property owner may apply to the Gore District Council to connect to the Council's reticulated water, sewerage or storm water systems.
 - 2. Connection to the Council's reticulated water, sewerage or storm water systems will be permitted where:
 - a. Such services are located:
 - i. on the site subject to request; or
 - ii. within the legal road adjoining the site
 - OR
 - b. The infrastructure is located on land owned or administered by the Council or within legal road and:
 - i. The distance between the infrastructure and the property boundary of the site subject to the request is no more than 30 metres; and
 - ii. The distance between the infrastructure and any dwelling or other building utilising that infrastructure is no more than 60 metres.
- AND
- c. In relation to reticulated water:
 - i. connection shall only be made where the site is also connected to the reticulated sewerage system; and
 - ii. sufficient capacity is available; and

- iii. either sufficient water pressure is available or where a low pressure or intermittent supply is to be made the land owner agrees in writing to establish and maintain suitable water pressure on-site.

AND

- d. In relation to sewerage and storm water, sufficient capacity is available on all parts of the network into which sewage and/or storm water is to be discharged and flow.
3. The owner of the property receiving the infrastructural services, in addition to the payment of any financial contribution payable under Rule 9.9(5) of the District Plan, shall be liable for the full cost of installing the services to their property and all on-site works. Where the Council wishes to provide services to a higher standard than that required, as could occur where further development may occur wishing to connect to the service, it may pay the difference in cost between the Council's desired level of service and that required to service the property subject to the request.

Connections to Water Infrastructure

- 4. Separate connections shall be made from the Council's reticulated supply to individual properties. Dual connections are prohibited.
- 5. The Council will seek to maintain the supply of water to all properties at all times. However where the Council supply is restricted, either by because of restrictions placed on the Council's sources of water by Environment Southland or central government, or as a consequence of network performance or natural disasters, property owners and occupiers will be required to comply with any restrictions on the use of water that the Council may adopt.
- 6. The Council encourages property owners to install storage tanks on their land to collect run-off from building roofs for future use on their property.
- 7. In the event that a continuous supply of water is required on any site (for example, for operational, health or other safety reasons), then:
 - a. It is the responsibility of the land occupier to ensure that sufficient water is stored on site to meet their needs in case of disruptions to supply.
 - b. The property owner shall notify the Council in writing of their need for a continuous supply, providing details of the property address and emergency contact information.
- 8. Where water is supplied to, or used on, any site for other than residential purposes:

- a. The property owner is to request the Council to assess the need for installing a back flow prevention device. Should a backflow prevention device be required, it shall be of a type approved by the Council.
 - b. A water meter shall be fitted to the water supply to that property, at the cost of the owner, with charges set by the Council being paid for the use of water at that site.
9. Where water is supplied on-site for human consumption or use and water is also supplied for other than residential purposes (for example, industrial or commercial use), then the two supplies shall be separated and the latter fitted with a backflow prevention device and water meter as set out in Clause 8.
10. Where water is used in a manner that could introduce contaminants into the reticulated supply through back flow (as could occur with a reduction or loss of water supply or water pressure) the user of that water shall take appropriate action to ensure that such back flow does not occur. For example, by use of a vacuum break or other such back flow prevention device.

Connections to Sewerage and Storm Water Infrastructure

11. Separate connections shall be made to each property from the Council's infrastructure. Dual connections are prohibited.
12. Where connections from sewerage and storm water infrastructure are made to any site on which non-residential activities are located or proposed, an assessment shall be carried out by the Council to determine whether a Trade Waste Agreement is required. Where such an agreement is required associated fees and charges are to be paid.
13. Cleaning eyes shall be installed on laterals at the property boundary. An As-Built drawing showing the position of the lateral and the cleaning eye shall be completed at a metric scale and submitted to the Council for its records.
14. As part of any new sewerage or storm water infrastructure, where man holes are required, lids shall be of a hinged type approved by the Council.

Damage to Infrastructure That Poses a Danger

15. In the event that damage occurs to infrastructure the Council will adopt the following procedure:

- a. The Council receives a Customer Service Request (CSR) by phone, email, in person or in writing, or a Council staff member observes damage to infrastructure that requires repair.
- b. Details are entered into the Council CSR database including the address(es) of the issue and any issue the customer or staff member wants to raise. If there is any risk to the safety of people, property or animals the CSR it is immediately assigned a “high priority”.
- c. Every CSR must be allocated a category and a staff member who is responsible. The system allows the ability for more than one staff member to be added to the CSR.
- d. The responsible staff member and any other selected staff members will receive an email with the details of the CSR. If the CSR is a high priority then a reminder is sent to the person responsible and their relevant manager every two hours until it has been signed off.
- e. The responsible staff member will decide what is required to resolve the issue and details of these are entered into the CSR database. An instruction is then issued to Essential Services or an external Council contractor to carry out the work required.
- f. The work is then carried out.
- g. Once the work is completed, the actual work carried out is documented. In some cases this is reported in paper form to the responsible staff member, who is tasked with ensuring the CSR is signed off. In other cases details are entered directly into the CSR database and the CSR signed off.

General

16. To the extent that is practical, the Council shall standardise the range and type of equipment and materials utilised in its infrastructure. From time to time a schedule will be prepared to identify the type of products that will be used in the construction, repair and maintenance of its infrastructure.
17. Should any of the conditions specified in Clause 2 not be met then connection to the reticulated service will only be permitted at the discretion of the Council. The following procedure shall be adopted where a request is sought for Council to exercise its discretion:
 - a. The property owner shall submit a request in writing to the Chief Executive, setting out the matters of non-compliance, the

reasons why the required standard cannot be complied with, and why an exemption should be granted.

- b. The Chief Executive will forward a copy of the request to the relevant Council department(s). A written report is to be prepared by the relevant Council department(s) highlighting the implications of the request and the matters of non-compliance and the potential for a precedent to be created. That report is to include a recommendation.
- c. The report shall be submitted to either the Council's Operations Committee, or the full Council, for consideration and determination of the request.
- d. A copy of the report shall also be forwarded to the property owner, and if they wish they will have the opportunity of speaking to their request at the relevant Committee or Council meeting prior to the request being determined.
- e. The determination of the Council shall be final.

This policy was adopted by the Council at its meeting held on 13 December 2011