



Standpipe Hire Permit Terms and Conditions >>

TOWNSVILLE CITY COUNCIL >>

103 WALKER STREET, TOWNSVILLE QLD 4810 ♦ PO BOX 1268, TOWNSVILLE QLD 4810 ♦

(p) 1300 878 001 ♦ (f) 07 4727 9050 ♦ (e) enquiries@townsville.qld.gov.au ♦ (w) www.townsville.qld.gov.au



Standpipe Hire Permit Terms and Conditions

Townsville Water and Waste



USE OF A COUNCIL METERED STANDPIPE FOR DRAWING WATER FROM COUNCIL'S RETICULATION SYSTEM

1. Introduction

- 1.1 The Permit Conditions listed below are not a comprehensive list of Council's requirements and must be read in conjunction with the *Water Supply (Safety and Reliability) Act 2008*, and relevant Council local Laws and policies. It is the applicant's responsibility to ensure that they comply with the requirements of all Council's Laws, Local Laws and Policies. Copies are available from Council for viewing upon request.

2. Terms of Hire

- 2.1 No metered standpipe will be issued unless the applicant completes a Metered Standpipe Permit Application Form and pays a deposit (if required). If the applicant is hiring for a long term they must successfully satisfy the requirements of a credit application.
- 2.2 Any security bond payable will be refunded upon the return of standpipe in similar condition as issued.
- 2.3 The security deposit will be forfeited if the standpipe is damaged, lost, stolen or there are outstanding charges for water usage and hire fees.
- 2.4 Water must not, under any circumstances, be drawn from the Local Government's Reticulation System by any means other than a Council metered standpipe. Use of a non-Council metered standpipe within Council boundaries may result in prosecution under the *Water Supply (Safety and Reliability) Act 2008*.
- 2.5 The Standpipe Hirer may apply for a short term hire or a long term hire. Both terms have a fortnightly hire fee. Terms are as per below:

SHORT TERM

This is where the standpipe is required for a maximum of fourteen (14) days such as for builders, filling swimming pools, etc.

- Security Deposit due on collection - \$200.00.
- Additional charge rates apply if the standpipe is not returned within the fourteen (14) day period.
- You will need to obtain approval from TCC should you wish to extend your short term hire of the standpipe. This will not be approved if it has been renewed for three times in a row consecutively.
- ID is required upon collection and return of the standpipe.

Standpipe Hire Permit Terms and Conditions

Townsville Water and Waste



LONG TERM

This is where the standpipe is required for fifteen (15) days or more days such as for Water Trucks, Property Developers, etc.

- Hirers must have a current credit account with Townsville City Council (credit application form attached);
- Security Deposit due on collection - \$2,000.00;
- Fees will be charged for each day the monthly read is overdue;
- If required by a Townsville City Council officer, make the standpipe available for reading/checking within seven (7) days;
- Please be aware that return of the security deposit can take up to fourteen (14) days and may be in the form of a cheque.

3. Deposit

- 3.1 Where the returner of the standpipe is a different person to the collector you must provide an authority form or a call may be made to the original standpipe hirer to ensure validity. You will need to provide ID upon collection and return for photocopy and security.
- 3.2 Please be aware that the deposit may not be refunded immediately upon return of the standpipe due to an assessment being done on payments and maintenance.
- 3.3 Townsville City Council reserves its right to charge a higher deposit bond should the customer pose a potential credit risk. The high risk customer will then have a six (6) month probationary period to prove it is no longer a credit risk including the ability to pay all bills in a timely manner and provide readings. Upon a successful six (6) month probationary period, council will refund the difference between the higher bond amount and a regular bond hire deposit.

4. Standpipe Hire Customer Responsibilities

- 4.1 Metered standpipes must be made available for reading once a month in accordance with Council's requirements. Failure to provide a reading before the end of the month or as required may result in the issuing of late fees and retrieval of the standpipe. Monthly standpipe readings must be submitted to Council by return email, fax or phone by the due date.
- 4.2 Any damage to, or loss or theft of a metered standpipe must be reported immediately to Council. In the case of theft, the police must also be notified as soon as possible and the Police report number needs to be submitted to Council once known.

Standpipe Hire Permit Terms and Conditions

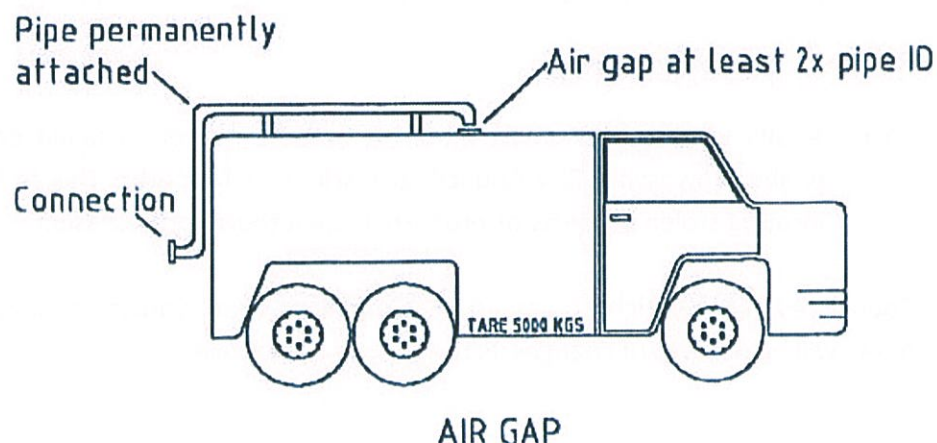
Townsville Water and Waste



- 4.3 Any damage to the metered standpipe and or the Local Government's installations will be charged to the Standpipe Hirer. The Standpipe Hirer will also be liable for any replacement costs arising from standpipe loss or theft.
- 4.4 All meter failures or suspected failures must be reported immediately to the Local Government authority. Where no consumption has been recorded due to a meter failure estimation of charges, based on previous usage, may be applied to this period of hire. Late fees for the return of a defective standpipe may apply.
- 4.5 Water must not be allowed to run to waste or overflow.
- 4.6 The metered standpipe and hoses must be kept in good condition and free from any leaks. Supply of hoses/fittings will be the hirer's responsibility.
- 4.7 The filling point must be left in a tidy state, which includes the replacement of the hydrant lid after each fill, and leaking hydrants must be immediately reported to Council.
- 4.8 In the case of filling water tanks, filling must be carried out from the roadside of the hydrant. The water truck must be parked on the roadway where kerb and channel is constructed, and for rural areas the truck must be parked on the road shoulder. Under no circumstances will trucks be parked on the footpath area.
- 4.9 The hirer will be required to complete a self-read form monthly and the information returned to Townsville City Council Water and Waste before due date, for billing purposes. Failure to do this may result in the issuing of late fees.
- 4.10 Failure to return the standpipe may result in confiscation of the hired standpipe and potential forfeit of your bond to cover any loss incurred by Townsville City Council.
- 4.11 The Standpipe Hirer is to ensure couplings are removed on return.
- 4.12 The Hirer is required to advise if any damage has occurred to the standpipe upon return.
- 4.13 When filling a water tank an air gap at least twice the internal diameter of the delivery pipe must at all times be maintained between the delivery pipe end (nozzle) and the receiving container, vessel etc., otherwise backflow prevention must be in accordance with Australian Standard AS 2845.2 2010 (see diagram below).

Standpipe Hire Permit Terms and Conditions

Townsville Water and Waste



5. Access of Supply

- 5.1 Council reserves the right to restrict or control water usage at any location should there be adverse effects on the water pressure, flow or quality to other consumers.

6. Fees

- 6.1 Standpipe fees and charges will be as stated in the Townsville City Council Fees and Charges Register and Townsville City Council Schedule of Rates and Charges respectively. Both will be subject to review each financial year.

7. Default

- 7.1 Failure to comply with any of the above conditions, including non-payment of standpipe fees and charges due, will result in the permit for the use of the standpipe being withdrawn and action taken for the recovery of the standpipe.
- 7.2 A customer will be in breach of its approval if it fails to comply with the *Water Supply (Safety and Reliability) Act 2008* or the *Food Act 2006*.
- 7.3 Failure to make payment of any potable water fees or charges owing to the council by the due date will be a breach.
- 7.4 A daily charge will apply should the standpipe meter reading not be supplied to Council by the due date.
- 7.5 If the customer defaults of these obligations, the council may terminate this approval

Electronic version current uncontrolled copy valid only at time of printing

Standpipe Hire Permit Terms and Conditions

Townsville Water and Waste



by written notice to the customer. The customer is subject to the *Water Supply (Safety and Reliability) Act 2008* upon termination of the approval.

8. Council smart metering

- 8.1 A GPS tracking and smart metering system may be installed on the standpipe to enable Townsville City Council to track their property. This is to assist council in locating stolen property or property in unauthorised possession.

Council reserves the right to amend the standpipe Permit Conditions as required. All current hirers will be notified of changes as they become effective.