
Agreement for the Supply of Water Minor Consumer Agreement (Filtered Water)

Fish River Water Supply Scheme

Water NSW ABN 21 147 934 787

Consumer

Name:

Contact details:

Property - to be supplied with water:

Description of the Property on which water supplied will be used (e.g. where appropriate - the street address, land title information and a plan):

Purpose of Supply

- Domestic drinking
- Domestic household non-drinking
- Stock
- Other (specified)

WaterNSW and the Consumer agree to the supply of water to the Consumer in accordance with the attached Conditions of Supply

Signed by the Consumer & Dated:

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Date

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Parties

Consumer is that Party named in **Definitions** ("**Consumer**")

Water NSW (ABN 21 147 934 787) of Level 14, 169 Macquarie Street Parramatta NSW 2150 ("**WaterNSW**")

(each of the Consumer and WaterNSW are a 'party' and together they are the 'parties')

Forward

WaterNSW is a State-Owned Corporation established under section 4 of the Water NSW Act 2014 (NSW) which operates under an Operating Licence issued and monitored by the Independent Pricing and Regulatory Tribunal (IPART).

A function of WaterNSW is to supply water to other persons and bodies, but under terms and conditions that prevent the person or body concerned from supplying water for consumption by others within the State of NSW unless the person or body is authorised to do so by or under an Act.

It is a requirement of WaterNSW's Operating Licence that it must establish and maintain agreements with each of its customers to whom it supplies water, which agreements set out the terms and conditions for the supply of water. WaterNSW is only able to supply water to customers in accordance with the terms and conditions of a Customer Supply Agreement.

The Consumer has requested that WaterNSW supply water to them. In compliance with section 20 of the Water NSW Act 2014 (NSW) and part 6.1 of the Operating Licence WaterNSW has agreed to supply water to the Consumer in accordance with the terms and conditions of this Agreement.

Operative provisions

1. Definitions

In this document:

"Agreement" means this agreement and includes any Schedules or Annexures forming part of and attached to this Agreement.

"Consumer" means a person as defined in the Interpretation Act 1987 (NSW) at the Property as defined on page one of this Agreement.

"Plumbing Code of Australia" means the National Plumbing Code of Australia as produced by the Australian Building Code Board.

"Point of Supply" means the location referred to in **Clause 4** being immediately downstream of a WaterNSW meter.

"Property" means the land supplied with water under this Agreement being the land at which the water will be used and identified on page one of this Agreement.

2. Commencement Date

This Agreement will commence on the date WaterNSW receives this Agreement signed by the Consumer.

3. New Agreement

Upon the commencement of this Agreement any previous Agreement for the supply of water to the Property between WaterNSW and the Consumer is terminated and is replaced by this Agreement, except as to any outstanding monies or accrued rights.

4. Point of Supply

WaterNSW will provide and the Consumer will take (subject to these clauses) a supply of water at a point selected by WaterNSW adjacent to one of its main pipelines.

5. Meters and Valves

(a) WaterNSW will install and maintain, between its main and the Point of Supply, a meter to record the amount of water taken by the Consumer.

WaterNSW may also install and maintain such pipes, strainers, pressure-reducing valves, pressure-relief valves or valve chambers and backflow prevention devices as WaterNSW may deem necessary between its main and the Point of Supply.

Any equipment installed by WaterNSW will remain the property of WaterNSW.

(b) The cost of equipment and of installing equipment referred to in Clause 5(a) including, if necessary, tapping the main will be paid by the Consumer.

(c) The Consumer will pay WaterNSW the cost of repair or replacement of the meter and/or any of the equipment installed between the main and the Point of Supply following damage or failure due to any cause other than mechanical breakdown.

(d) If the meter registers inaccurately or fails to register, WaterNSW may estimate the quantity of water supplied to the Consumer in the period of that inaccuracy or failure and that estimate will be used to calculate or adjust any amount payable under Clause 15 below.

(e) A Consumer may request a meter test. The Consumer will pay WaterNSW a 'meter test fee' (as advised by WaterNSW) if the test shows that the meter is reading within three percent of the true flow.

6. Consumer Responsible Downstream of Point of Supply

(a) The Consumer is:

- (i) responsible for connection to the Point of Supply and any plumbing downstream thereof; and
- (ii) liable for all the costs arising in relation to that connection.

(b) The Consumer's plumbing must comply Plumbing Code of Australia.

(c) The Consumer must notify WaterNSW of any leakage of water supplied under this Agreement whether before the Point of Supply or after that point as soon as possible after becoming aware of the leak.

(d) The Consumer must notify WaterNSW of any connection of the water supply to a rainwater tank or other storage.

(Note: It is vital when the supply is connected to storage that a backflow prevention device is in place in order to prevent potential contamination of the treated water supply. This requirement reflects the Plumbing Code of Australia and a failure to comply with this Code is an offence under the Water Management (General) Regulation 2011 (NSW))

Supply of Water in the Fish River Scheme

(e) The Consumer acknowledges and agrees that the **Water Management (General) Regulation 2011 (NSW)** creates a number of offences which are relevant to the supply of water in the Fish River Water Supply Scheme, including it is an offence for:

- (i) a person (including the Consumer) to:
 - A. cause or allow a plumbing fitting to be used; or
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- B. cause or allow a plumbing fitting to be out of repair; or
 - C. cause or allow anything else to be done, so as to waste water supplied by WaterNSW;
- (ii) an occupier or owner of land to fail to protect a meter or meter fittings that is/are connected to or form part of a water supply service pipe for the land; and
- (iii) an owner of land to not ensure that:
- A. the installation of any water service, and the connection of any such water service to the water supply authority's system, are done by the holder of a plumbing permit, and
 - B. any such water service complies with Plumbing Code of Australia and is kept in good order and clause and free from blockages or leakages.
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7. Entry for Inspection

- (a) WaterNSW may by its employees and agents enter the Consumer's Property at any time and there exercise any functions which WaterNSW may reasonably consider necessary or expedient in connection with the water supply including reading a meter.
 - (b) The Consumer will ensure safe access within the Consumer's Property to and from the location of the Point of Supply or Consumer's works for the entry and exercise of functions of WaterNSW employees and agents.
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8. Use of Water

- (a) Water supplied under this Agreement may be used only for domestic and stock purposes unless otherwise approved in writing by WaterNSW.
 - (b) Water supplied is not to be wasted.
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9. Water Quality

- (a) The Consumer acknowledges that the water quality at the point of supply complies with the Australian Drinking Water Guidelines published by the National Health and Medical Research Council.
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10. Public Liability

- (a) The Consumer is responsible to ensure that water supplied by WaterNSW is used in accordance with Clauses 8 and 9.
 - (b) The Consumer indemnifies WaterNSW against any claims resulting from failure to protect third parties from unapproved use of the water.
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11. Exclusion of Crown Liability

- (a) Nothing in this Agreement affects the operation of Sections 397, 398, and Part 2 of Chapter 6 of the Water Management Act, 2000 (NSW) and section 113 of the Water NSW Act 2014 (NSW) and it is intended that if there is any conflict between a clause of this Agreement and any provision of the Water Management Act 2000 (NSW) or the Water NSW Act 2014 (NSW), then the relevant legislative provision will apply.
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12. Restrictions

- (a) WaterNSW may from time-to-time, by notice served on the Consumer or published in a newspaper circulating in the local government area of the Consumer's Property, require the Consumer to restrict or discontinue the taking of water for such period as may be specified.
 - (b) WaterNSW will not be responsible for any resulting losses or costs or for damage to equipment, materials, products or property caused by any restriction or discontinuance of the supply.
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13. Interruptions to Supply

- (a) At the discretion of the Minister or the Government WaterNSW may interrupt or limit the supply of water and place conditions on its use. The Consumer agrees to comply with the amended conditions of supply.
- (b) Supply to the Consumer may be interrupted at any time. When possible, WaterNSW will give notice of interruptions to the supply (by radio or other means as determined by WaterNSW).
- (c) WaterNSW will not be responsible for any damage to equipment, materials, products or property caused by an interruption to the supply.

(Note: WaterNSW advises that if the Consumer requires a continuous supply of water then the Consumer should install a water tank adequate to avoid difficulties due to supply interruptions. Such a tank should be located on the Consumer's Property and outside the boundaries of WaterNSW easements and located so that it can fill under mains pressure. The tank will have to meet Plumbing Code of Australia concerning installation and connection to the main.)

14. Sole Use by Consumer

The Consumer will not, without WaterNSW's prior consent in writing, sell the water supplied under this Agreement or permit use of supplied water by another person except for the ordinary uses of the Consumer approved by this Agreement in accordance with clauses 8 and 9.

15. Charges for Water

- (a) The Consumer must pay the following charges to WaterNSW for the supply:
 - (i) a minimum annual payment, **payable in advance**
 - being the product of the 'minimum annual quantity' and the 'unit charge for water' as per Schedule 1; and
 - (ii) an excess water charge
 - being the product of the 'unit charge for water', and the quantity of water taken in excess of the 'minimum annual quantity'; calculated in regard to a year 1 July to the following 30 June (a "water year").
- (b) Payment of the charges is to be made following service of an invoice (as per Clause 18)

PROVIDED THAT where this Agreement is in force for part only of a water year, or where there is a variation (in accordance with Clause 16 in one or both of the '*minimum annual quantity*' or the '*unit charge for water*'), WaterNSW will calculate an adjustment on a pro-rata basis and will determine the amount payable by or refundable to the Consumer, as the case may be.
- (c) The unit rates for the charges referred to in Clause 15(a) at the date of commencement of this Agreement are stated in Schedule 1.
- (d) The method of calculating charges described in sub-clause (a) may be varied by a determination of an independent pricing regulator.
- (e) WaterNSW may charge the Consumer interest on an overdue account balance at the rate determined by IPART.

(Notes:

- *The method for calculating charges and the rates to be charged are determined by an independent pricing regulator, currently the Independent Pricing and Regulatory Tribunal which may be replaced by the Australian Competition and Consumer Commission.*
 - *Invoices may be issued by WaterNSW annually or otherwise at the discretion of WaterNSW.)*
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16. Variation of Charges

WaterNSW may vary charges (in accordance with Clause 15) from time-to-time after giving one month's notice to the Consumer.

17. Notice of Payment

- (a) Payment, notice or communication to be made or given by the **Consumer to WaterNSW**, are to be made or given as follows:
- (i) Payments (other than through Australia Post or BPay) are to be by cheque or money order forwarded to WaterNSW, PO BOX 1018 Dubbo NSW 2830; and
 - (ii) Other notices or communications are to be forwarded to WaterNSW, PO Box 1018 Dubbo NSW 2830
- (b) Any notice, invoice or communication by **WaterNSW to the Consumer**, other than any which this Agreement permits to be published in a newspaper, will be deemed to have been received by the Consumer:
- (i) if sent by post to the last place of abode or business of the Consumer known by WaterNSW, on the third business day after posting by WaterNSW; or
 - (ii) if hand delivered to the last place of abode or business of the Consumer known by WaterNSW, on the day of delivery.
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18. Payment of Accounts

18.1 Payment Terms

The Consumer must pay WaterNSW all amounts payable (whether charges for the supply or for specific charges referred to in this Agreement) **within 30 days** of an invoice being delivered.

18.2 Financial Hardship

If the Consumer cannot pay their invoice, WaterNSW has a number of options available to them, please contact WaterNSW by:

- (a) calling 1300 662 077 or emailing at Customer.Helpdesk@waternsw.com.au; or
- (b) writing to: WaterNSW, PO Box 1018, Dubbo NSW 2830.

Details of how WaterNSW can assist you can be found at <https://www.waternsw.com.au/customer-service/service-and-help/my-account>. A copy of WaterNSW Debt Management Code of Practice can also be found there

19. Transfer of Property

- (a) Subject to clauses 19(b) to 19(d), the Consumer is not permitted to assign or novate any of its rights or obligations under this Agreement to a third party which would include but not be limited to an incoming purchase of the Property.
- (b) If the Property is to be transferred by the Consumer, **not less than 14 days prior notice** must be given in writing to WaterNSW of the intended transfer, the name and address of the proposed transferee and the proposed date of transfer.
- (c) This Agreement will continue to operate until:
- (i) WaterNSW is advised of the transfer of the Property; and
 - (ii) all monies due to WaterNSW under this Agreement have been paid.

The Consumer is liable for all monies owing under this Agreement while this Agreement continues.

(Note: Upon notification to WaterNSW of a transfer, WaterNSW will read the meter and determine the amount due to WaterNSW under this Agreement and will issue an invoice to the Consumer.)

- (d) If the Consumer fails to advise WaterNSW of the transfer of the Property and WaterNSW subsequently is satisfied that a transfer has taken place, WaterNSW reserves the right to make a new agreement with the transferee. In such event, this Agreement will continue but only with respect to any continuing obligations to pay monies under this Agreement to WaterNSW.
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20. Disconnection and Reconnection

- (a) WaterNSW may (without prejudice to any accrued right) disconnect the supply if the Consumer commits a breach of any of these clauses.
- (b) Grounds for disconnection include but are not limited to:
 - (i) the Consumer's connection and plumbing not being compliant with the Plumbing Code of Australia;
 - (ii) failure to advise WaterNSW of connection of the Consumer's supply to a water storage;
 - (iii) the unauthorised use of the water;
 - (iv) tampering with the water meter;
 - (v) supplying water to third parties; and
 - (vi) non-payment of invoices.
- (c) A 'disconnection fee' (refer Schedule 1) is payable by the Consumer whenever a disconnection occurs.
- (d) The Consumer must pay a reconnection fee, (as advised by WaterNSW) to WaterNSW for restoration of the supply following disconnection. Reconnection will occur as soon as possible after WaterNSW is satisfied that there is no unresolved breach of any clause of this Agreement including the requirement for payment of invoices.

21. Termination of Agreement

21.1 By the Consumer

The Agreement may be terminated by the Consumer giving WaterNSW not less than 14 days' notice in writing of a wish to terminate. Termination will occur on an agreed date or else upon payment of any monies due to WaterNSW from the Consumer.

21.2 By WaterNSW

- (a) WaterNSW may:
 - (i) suspend or terminate this Agreement; or
 - (ii) suspend, withdraw or vary all or any of these clauses,by giving to the Consumer not less than 1 months' notice in writing.
- (b) Suspension under this clause does not apply to Clause 15. The obligation to pay charges under Clause 15 continues notwithstanding suspension unless otherwise agreed by WaterNSW.

The Consumer is totally liable for all monies owing under this Agreement while this Agreement continues.

22. Complaints or Disputes

- (a) WaterNSW will address all complaints or disputes about WaterNSW performance under this Agreement in accordance with WaterNSW Feedback and Complaints Handling Policy which is found at www.watnsw.com.au.
- (b) The Consumer has the right to refer any complaint or dispute to an external agency for review. External agencies are:
 - (i) The Energy and Water Ombudsman, New South Wales (EWON). Full details are available from EWON which provides its services free of charge;
 - (ii) New South Wales Consumer and Tenancy Tribunal (NCAT) which may hear and determine claims about services provided by us; or
 - (iii) Other legal avenues which may include the courts.

Fish River Customer Council

Oberon Council and Lithgow City Council are members of the Fish River Customer Council which consults with WaterNSW concerning the operation of the water supply scheme. Those Councils have agreed to represent the interests of minor consumers of the Fish River water supply scheme. If you have issues which you would like to be considered by the Customer Council please contact your representative Council

23. Privacy

- (a) WaterNSW will treat your person information according to the provisions of the Privacy and Personal Information Act 1998 (NSW), the Information Privacy Principles in the Act and WaterNSW Privacy Policy.
 - (b) WaterNSW may exchange information provided by you (including personal information) with other external agencies for any matter relating to this Agreement.
 - (c) To the extent permitted by law WaterNSW may exchange information about your credit worthiness and standing with credit reporting agencies and our suppliers and contractors.
 - (d) WaterNSW may recover our reasonable costs associated with the recovery of a debt which become due and payable under this Agreement.
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24. Public Disclosure Obligations

- (a) The Consumer acknowledges and agrees that disclosure by WaterNSW of all of or any part of the Agreement may be required:
 - (i) under any current laws including:
 - A. the Government Information (Public Access) Act 2009 (NSW);
 - B. the Ombudsman Act 1984 (NSW); or
 - C. the Public Finance and Audit Act 1983 (NSW);
 - (ii) under any future laws;
 - (iii) in the course of the official duties of a Minister or the State;
 - (iv) to satisfy requirements of parliamentary accountability;
 - (v) in annual reports of the State or the Commonwealth;
 - (vi) pursuant to policies of the New South Wales government;
 - (vii) to satisfy any other recognised public requirement; or
 - (viii) as part of any pricing review process requested by IPART or ACCC,(each a “**Public Disclosure Obligation**”).
 - (b) The Consumer must, as its own cost and expense, use all reasonable endeavours to assist WaterNSW in meeting its Public Disclosure Obligations in relation to the subject matter of this Agreement.
 - (c) The Consumer must clearly identify any documents or information that it considers to be confidential to them and may request that such documents or information not be published or disclosed.
 - (d) WaterNSW may consider any request from the Consumer but WaterNSW is under no obligation not to publish or disclose any document or information referred to it under this clause 24.
 - (e) Where WaterNSW has previously accepted that information or documentation referred to it under this clause 24 will not be published or disclosed, the WaterNSW may at any time amend or alter that decision.
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25. Governing Law

This Agreement is governed by the laws of New South Wales and each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of New South Wales.

Schedule 1 – Fish River Water Scheme Charges

FISH RIVER WATER SUPPLY

MINOR CONSUMER AGREEMENT

SCHEDULE 1

CLAUSE	DESCRIPTION	RATE/AMOUNT
6 (b)	Connection Fee Low Complexity Medium Complexity High Complexity	\$897.19 \$3,401.73 \$6,955.07
15(a)	Minimum Annual Quantity / Meter	200 KL
15(a)	Unit Charge for Water Access Charge	\$0.81
15(a)	First Tier Usage Rate Volumetric Charge	\$0.49
15(a)	Second Tier Usage Rate Volumetric Charge	\$1.29
20 (a)	Disconnection Fee	\$260.87

Rates effective July 1, 2019 – subject to change – review www.waternsw.com.au for current charges.

Note:

1. Tier 2 Charges apply for all water used in excess of the Minimum Annual Quantity.
2. Charges identified are for the period from 1 July 2019 to 30 June 2020

Executed as an agreement.

Signed by

by **the Consumer** by its
authorised representative:

Signature of Director/witness

Signature of Director/authorised
representative

Name of Director/witness (please print)

Name of Director/authorised
representative (please print)

Signed by
Water NSW
by its authorised representative:

Signature of witness

Signature of authorised representative

Name of witness (please print)

Name of authorised representative
(please print)