

Water by Agreement

Customers connected to Westernport Water's drinking water main via privately owned pipelines need to have a Water Supply Agreement in place.

A Water Supply Agreement is a formal arrangement between Westernport Water and private line customers. They give private line customers certainty about their water supply arrangements by outlining their responsibilities as owners of the pipeline Westernport Water's obligations as the water provider.

Westernport Water has a declared district for each town for water supply. It is within this area that we can guarantee the supply and quality of our water and our customers are covered by our **Customer Charter**.

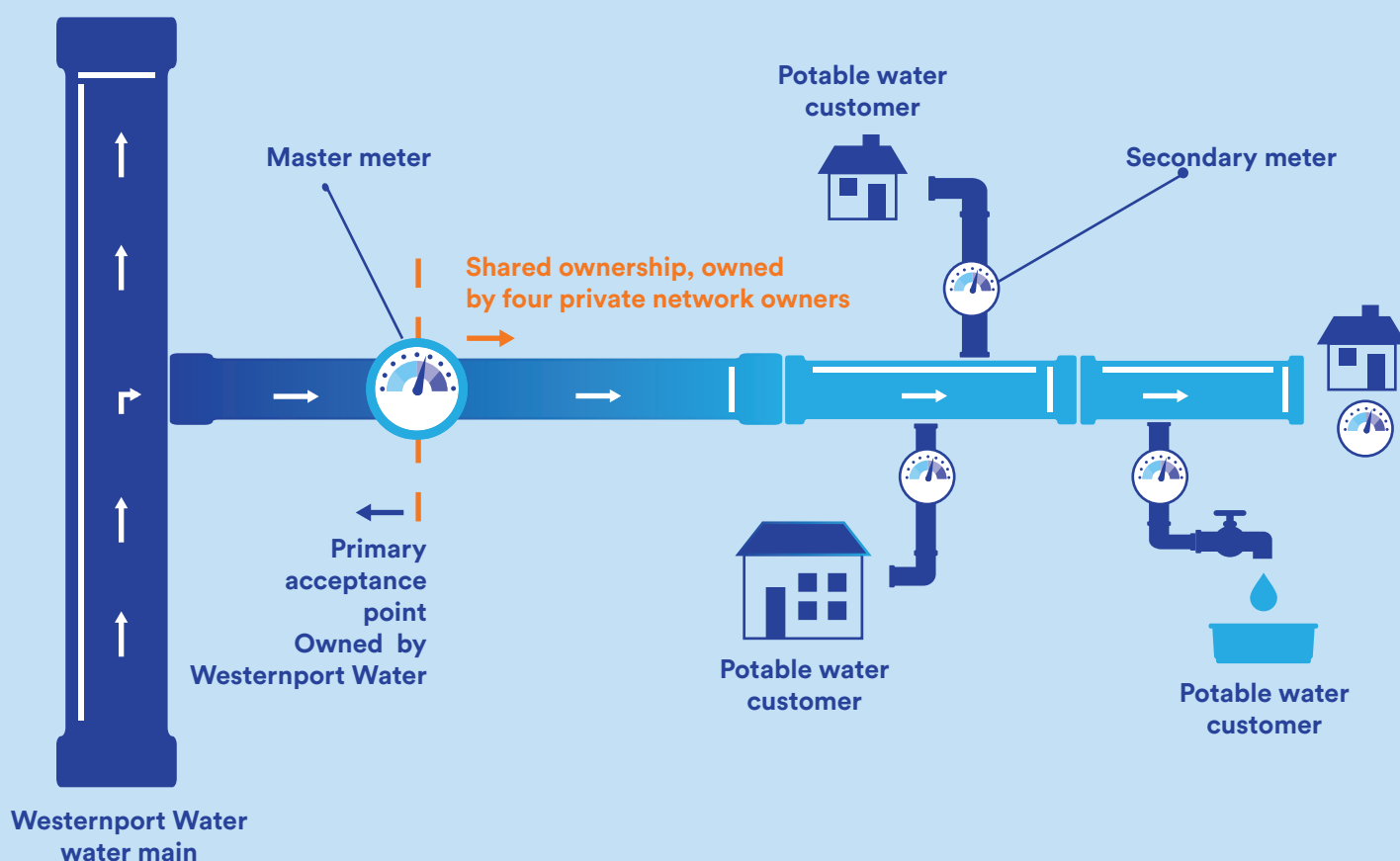
Water by Agreements are put in place for customers with properties that are either:

- outside of the water district but serviced by one of our reticulated mains
- outside of the water district and supplied by a private water line
- inside the water district but serviced by a private line; or a combination of the above.

Private water line connections

Customers that are supplied by a private water line are responsible for all maintenance and the ultimate replacement of these lines, inclusive of leaks. In some cases there may be several customers supplied by the same private line, in this case the maintenance and ultimate replacement is the responsibility of the property owners connected.

Below is a diagram of a private line with shared ownership between four customers.



Water supplied by agreement

Water supplied under a Water Supply Agreement is not covered by the supply obligations within our Customer Charter for the following reasons:

- a private pipeline is being used to deliver the water to your property
- pressure and flow of the water cannot be guaranteed for a privately owned pipeline
- the property is outside a declared water supply district
- we cannot guarantee the water supplied through a private line beyond the primary acceptance point.

Customer Charter

Westernport Water has a Customer Charter that sets out the service levels we need to meet in the supply of water to our customers in line with Essential Services Commission (ESC) guidelines. The ESC is the Victorian independent regulator for water and sewerage services.

Who needs a private Water Supply Agreement?

Westernport Water must have a Water Supply Agreement in place with customers to be able to provide services to properties outside our declared water supply district or where our supply obligations within our Customer Charter are not met.

The Water Supply Agreement formalises that there is a supply arrangement between Westernport Water and the property owner and specifies any service constraints to the water supply.

Primary acceptance point

The Primary Acceptance Point is the point where the water leaves Westernport Water's water main and becomes the responsibility of the property owner(s).

The Primary Acceptance Point is usually the water meter adjacent to Westernport Water's water main and is identified in the Water Supply Agreement.

Master meter and charges

The Master Meter is located at the primary acceptance point, recording the water used by downstream properties supplied via the private service.

Whose responsibility is the private line?

Beyond the Primary Acceptance Point it is the responsibility of the property owners connected to this private service to maintain the pipeline. Private



Remote properties outside declared water service area.

line customers must engage a licensed plumber to repair any leaks at the property (owners cost).

In situations where there are several customers supplied by the same private line, the maintenance and ultimate replacement is the responsibility of the property owners connected.

Change of ownership

When a property that is identified as being supplied by a Water by Agreement changes ownership, Westernport Water provides details on the Information Statement requested by the solicitor or conveyancer, and will issue a new agreement to the new property owner.

Termination

While the majority of water supply agreements should continue uninterrupted, extreme conditions, such as drought or failing infrastructure may result in Westernport Water temporarily or permanently ceasing the supply of water to properties supplied under a Water Supply Agreement.

The Agreement allows both the water corporation and the customer to cease the supply of water with six months' notice.

FURTHER INFORMATION

Please consult your Water Supply Agreement or visit our website for further information.

Contact us on 1300 720 711



2 Boys Home Road
Newhaven 3925
Victoria, Australia

T 1300 720 711
westport@westernportwater.com.au
westernportwater.com.au

