



Terms and conditions for hiring and using a Barwon Water portable metered hydrant

April 2016

Guidelines for applicants

Customers can apply to access Barwon Water's drinking water supply via designated fire plugs. This access is provided via a portable metered hydrant supplied by Barwon Water.

These guidelines have been developed to ensure water from nominated sources is collected, transported and delivered safely. Customers wishing to hire a portable metered hydrant should read the terms and conditions of supply before completing an application form.

Barwon Water will review applications and send a notification letter to formally advise customers if a permit has been approved. During water restrictions, all applications will be assessed in accordance with water restriction guidelines.

These terms and conditions only apply to water accessed via fire plugs in Barwon Water's service region.

Conditions of hire

Meter hire and ownership

The hirer is any person, company or authority representative who signs an agreement to hire a portable metered hydrant from Barwon Water.

The portable metered hydrant remains the property of Barwon Water.

Supply of water

Barwon Water will supply a hirer with a portable metered hydrant and the necessary fittings only if:

- water is taken only from nominated locations as outlined in the supplied guides
- registered water carters display approved signage (if requested by Barwon Water) on their vehicles
- the hirer keeps a log of all hydrant usage and presents their logbook for audit purposes if requested.

Barwon Water will supply water to the hirer unless prevented by unusual circumstances such as drought or other unavoidable causes or incidents. Barwon Water reserves the right to nominate which fire plugs water may be accessed from with the understanding that Barwon Water cannot provide any guarantee of water pressure at these points.

Inspection

Barwon Water staff can enter the hirer's property or work location to inspect, read, repair or remove the metered hydrant.

Barwon Water will maintain and repair the hydrant for ordinary wear and tear using authorised repairers.

Fee notification and changes

All fees related to metered hydrants will be provided at the time of initial hire. Fees are subject to change and any such change will be notified via an updated schedule available on the Barwon Water website.

Charge outline

Volume charges

Consumption will be billed on a quarterly basis post return of the hydrant for reading and billing purposes.

Security deposit

The hirer is required to pay a fee (deposit) to Barwon Water when the portable metered hydrant is issued.

This deposit will be retained by Barwon Water for a period of 12 months. Providing the hirer complies with all terms and conditions, including having returned the hydrant for 4 successive quarterly servicing and meter reading purposes, the deposit will be refunded in full.

Should the hydrant not be returned within 10 business days of any quarterly reading period, as advised at the time of hire, the 12 month calculation period shall be recommenced from the date of actual return.

Permit administration charge

A permit charge is required to be paid at the time a new hydrant is issued and covers the next 12 month period. This charge is applied at each 12 month anniversary. All permit administration charges are paid in advance and remain applicable regardless of the return date during that period.

After the initial billing, a separate invoice will be issued to the hirer for this charge and it is required to be paid on or before the nominated date on the bill.

Acceptance fee

An acceptance fee is required to be paid at the time of new hydrant hire.

Non-compliance fee

Fees will apply in the circumstances that the hirer has not complied with the requirement to return the hydrant for quarterly servicing and meter reading purposes within 10 business days. This is advised at the time of hire or via separate correspondence.

Service fee

A service fee will be billed on a quarterly basis post return of the hydrant for reading and billing purposes. This fee will be calculated at a prorated rate based on the number of days in the billing period.

Testing

A hirer can apply to have the accuracy of their portable metered hydrant tested at any time. The hirer will be required to pay a fee for the metered hydrant to be tested when the application is made.

The metered hydrant will be tested in accordance with procedures recommended by the metered hydrant's manufacturer.

If testing finds the metered hydrant to be inaccurate, the hydrant will be repaired or replaced. The fee paid by the hirer will be refunded and an adjustment will be made to the account based on the quantity of water used.

If testing finds the metered hydrant to be reading accurately, the meter will be returned to the hirer and Barwon Water will retain the testing fee.

Damages and Replacement

The hirer is responsible for the charges associated with repair or replacement of a metered hydrant that is damaged or lost whilst in their custody, whether this damage has been done with or without their knowledge or involvement.

A replacement metered hydrant will not be issued until the cost for repairing or replacing a damaged hydrant is paid.

Interference with meters

In accordance with current Water Industry By-Laws and Regulations, it is an offence to interfere with any meter owned by Barwon Water and penalties may apply.

Changes to these conditions

Barwon Water reserves the right to change these conditions of hire at any time. Changes to the conditions of hire will be in line with management or operational purposes as required. Hirers will be provided with updated terms and conditions as they become available via the Barwon Water website.

This agreement is not transferable

The hirer cannot transfer this agreement to any other person, company or authority without the written consent of Barwon Water.

Directions for using a portable metered hydrant

The following are requirements for use of metered hydrants:

- hydrants may only be used within Barwon Water's service area
- hydrants should not be left unattended
- hose protection ramps should be used on roadways or footpaths
- hoses must be in good working order and free from leaks
- removal of dirt and debris from the fire plug is required to ensure no grit or dirt enters the portable metered hydrant as it could be damaged
- the base of the metered hydrant is to be secured firmly on the fire plug
- faulty fire plugs are to be reported to Barwon Water
- any damage to hydrants or the surrounding area must be reported to Barwon Water immediately

Non-compliance with directions of use:

Non-compliance with the requirements for use of a portable metered hydrant will be dealt with in the following manner:

- 1st instance – the hirer will be advised by Barwon Water, either by phone or in writing, that they must cease any such practice
- 2nd instance – the hirer's entitlement to utilise a metered hydrant will be removed and the hydrant will require immediate return to Barwon Water.

It will be incumbent upon the hirer to evidence all corrective actions taken to ensure no further discretions of the allocation requirements prior to Barwon Water giving consideration to an allocation of any future portable metered hydrants.

Operation of metered hydrants

The following steps are required to operate metered hydrants:

- the operating handle should be turned slowly to allow a small amount of water to be released and make sure the metered hydrant is sealing properly on the fire plug;
- if the metered hydrant is turned on or off too quickly, the water mains or service pipes could be damaged. The hirer will be responsible for any repair costs to damaged water mains if the damage was a result of misuse.
- do not turn the metered hydrant on fully as the fire plug can get jammed and the metered hydrant will be prevented from turning off.

Backflow protection

If a water carrying vehicle is collecting water via a metered hydrant, the vehicle must be fitted with an approved air gap or reduced pressure zone device to provide backflow protection. This will maintain a positive air gap between the outlet of the hose and the overflow level of the tank.

Further information:

For more information, contact Barwon Water on 1300 656 007, email info@barwonwater.vic.gov.au or visit www.barwonwater.vic.gov.au.

More information can be found in the Guidelines for Potable (Drinking) Water Transportation in Victoria at www.foodsafety.vic.gov.au.