

- In accepting the connection conditions, the property owner is acknowledging disruptions to supply may occur
- If your connection is to a trunk watermain, approval to connect is on the basis the connection configuration is as specified by Hunter Water and supply is into a water tank
- Significant fluctuations in flow rates and pressure may occur
- Appropriate water meters and backflow prevention devices have to be installed by a licensed plumber

Rating system

When Hunter Water is advised that a subdivision has been registered, each lot in that subdivision will attract a separate charge in Hunter Water's rating system.

Requirements for Building Hydraulic Services, 32mm services or larger

Water services must be sized in accordance with the Plumbing Code standards. Where a water service of 32mm or greater is required, a hydraulic design and a large meter request must be submitted to Hunter Water. This will enable early assessment of metering, trade waste and other technical requirements.

We consider the impact on our assets and the environment when deciding whether to approve hydraulic designs. The plumbing design is the responsibility of the hydraulic consultant. Hunter Water does not accept responsibility for the design, operation, performance, and adequacy of flow or failure of any installation.

contacting hunter water



call for advice

1300 657 657 enquiries . mon-fri . 8am-5pm
1300 657 000 emergencies . 24 hrs . 7 days
131 450 translator . mon-fri . 8.30am-5pm



send a message

po box 5171 . hrmc . nsw . 2310
enquiries@hunterwater.com.au
www.hunterwater.com.au



come to the counter

36 honeysuckle drive . newcastle
128 main road . speers point
285 high street . maitland



help with your development

Development and Design assessment

Hunter Water facilitates the planning and provision of water services for sustainable land development in the lower Hunter and secures existing and future water infrastructure through the planning process and construction phase.

Whether it's a development such as a small or large subdivision, commercial building, new industry or even a single house, they all require water and/or wastewater infrastructure. Hunter Water's Sales & Business Development group provides a single point of interface for servicing the needs of developers and their consultants who do business with Hunter Water.

Helping business grow

We help the business community drive growth through the expansion of our water and sewer systems and by facilitating growth in the lower Hunter.

Developing and the environment

The interests of both Hunter Water and the development community are closely linked with the environment. Hunter Water extracts water from the environment for treatment and delivery to our customers through the water supply system and environmental standards are an important consideration when providing extra capacity to meet the needs of new customers.

By working closely with business we can ensure that the community's requirements for environmental protection can be met, while allowing businesses to prosper and grow.



The application process

If you're planning on building, extending or renovating, Hunter Water approves the installation of all new water and sewer services. Proposed building plans are submitted to ensure buildings are not constructed over, or too near, our assets.

For land developers

From a single house or factory to a large subdivision, new industry or business, they all require water, wastewater or drainage infrastructure. You'll find information here to help you through the process of developing your land.

In all cases, to commence the process you need to complete a development application form.

If you buy an existing dwelling or building in our area of operations, you automatically become a customer of Hunter Water, as that property is usually already connected to our water and sewer mains. However, we also gain customers through property development.

This section explains what happens if, as a property owner, you want to extend the water or sewer mains to your property.

Developing your property

Step 1: Apply for a Section 50 Compliance Certificate

Under Section 50 of the Hunter Water Corporation Act 1991, such property owners are referred to as developers and a Section 50 Compliance Certificate is required as part of the development application process. You must apply for this certificate and pay a 'Notice of Requirements' application fee for Hunter Water to investigate your requirements.

Step 2: We investigate your application

Each proposed development is a unique mix of development type and location, and requires an 'investigation' by us to determine:

- The impact of the proposed development on existing water and sewer systems – we cost the changes and set a developer charge to cover the impact of the additional capacity needed to serve the development
- Whether works need to be built (ie the developer may need new reticulation systems and lead-in mains) to provide connection to water and sewer mains

Step 3: Receive a Notice of Requirements letter

Your proposed development will be investigated by Sales & Business Development and a Notice of Requirements letter will be forwarded to you. This Notice will, in most cases, detail what you are required to do in order for the water and sewer facilities to be provided to your proposed development.

The requirements for your development may include a:

- Developer charge
- Direction to prepare Servicing Strategies to determine the infrastructure requirements to extend Hunter Water's system to your development
- Direction to design and construct water and sewer infrastructure

You may be required to engage an accredited design consultant to assist with meeting our design and construction requirements.

Step 4: We issue a Section 50 Compliance Certificate

Once you have met all our requirements (which may include the payment of a developer charge) we will issue you with a:

- Compliance Certificate under Section 50 of the Hunter Water Corporation Act 1991, or
- Letter confirming that you have met Hunter Water's requirements

Step 5: Arrangements for Connection

You can then arrange the connection to the water and/or sewer systems at a Hunter Water Customer Centre. Water and/or sewer connection fees are also paid at a Customer Centre.

It is important to note that if you are subdividing land, the subdivision will need to be registered with the Land Titles Office before the new lots can be connected to the water and sewer systems.

It may also be necessary for a hydraulic building services design to be prepared and submitted to Hunter Water, where the water meter may be greater than or equal to 32mm or a dedicated fire service is involved.



Building & Renovations

If you are buying, building or renovating a residential property you should contact Hunter Water to ensure that your construction will not impact on our water or sewer assets, or if the lot is not currently connected to water or sewer and you wish Hunter Water to provide you with these services.

For building, renovations or extensions, your plans must be stamped by Hunter Water before they are submitted to Council.

Hunter Water's Customer Centre staff will determine whether you need to have your plans assessed further, which is usually needed if you are planning to build over our sewers, or placing additional loading on our water and/or sewer systems.

Build over sewer issues

If it has been determined that your building will be placed over a Hunter Water sewermain or sewer junction you will be asked to fill in a Build-Over-Sewer assessment application form and pay a fee. A letter will then be forwarded to you advising of Hunter Water's build-over-sewer requirements.

This letter may advise that you are required to relocate the junction and that you should approach Hunter Water's Sales & Business Development group for more information on relocation of a sewer junction. Once a Relocate Sewer Junction application is made, you will be sent a Formal Notice of Requirements in which you will be advised to carry out works. This process is similar to the steps in the Section 50 development application process.

Once works are completed, the new location of the junction will be placed on Hunter Water's system and it will be noted that works have been carried out in accordance with our requirements. You will then be required to reconnect your internal plumbing (house drains) to the new junction.



Connecting water or sewer to an unserved property
If you own an unserved property and wish to connect to reticulated water or sewer, our Customer Centre staff can assist with your enquiry. If you wish to proceed to service the lot, you will need to submit a Water/Sewermain Extension application.

We will assess your application and send a Formal Notice of Requirements in which you will be advised to pay a developer charge and carry out works to extend water or sewer mains.

What you need to provide with your application

When you are erecting or modifying a residential building, the following information is required when you are lodging an application with Hunter Water:

- One copy of the site and floor plan
- Application fee
- Description of proposed development
- Description of any existing development

Land Development

Land development includes:

- Subdividing land
- Building residential units
- Building a warehouse or factory or a shop or any other industrial or commercial development

If you are subdividing land, you will have to lodge an application and meet Hunter Water's requirements before Council will certify the subdivision. For commercial buildings, plans must be stamped by Hunter Water before they are submitted to Council. At this time, you will be required to complete a Section 50 Development Application and pay the appropriate fee. As part of the development application process we will inform you of what we require you to do in order for water and sewer facilities to be provided to your proposed development.

What you may be required to do

The requirements for each development vary but the most common are:

- Design and construct water and sewer mains which join or augment Hunter Water's water and sewer systems
- Design and construct major assets which will connect to Hunter Water's water and sewer reticulation systems
- Pay a developer charge, which is a contribution towards the capital cost of Hunter Water upgrades to the existing water and sewer systems that are required to support your development

What you need to provide with your application

When you are creating new lots of land through the subdivision process, the following information is required when you are lodging an application with Hunter Water:

- Three copies of the subdivision plan
- Application fee
- How many lots are to be created?
- Is the subdivision to be staged? If so, number of stages and the stage number relevant to this application
- Is the land vacant?

When you are erecting or modifying a building, the following information is required when you are lodging an application:

- One copy of the site and floor plan
- Application fee
- Description of development
- Description of any existing development

When you are developing a commercial/industrial manufacturing process, the following information is required:

- One copy of the site and floor plan
- Application fee
- Description of development
- Description of any existing development
- Process Data:
 - Estimated annual water demand in kilolitres (kL)
 - Estimated peak water demand rate kL per second
 - Time of peak water demand
 - Estimate of imported waste to be treated at site (kL)
 - Estimated peak sewer discharge rate (kL/sec)
 - Estimated average sewer discharge rate (kL/sec)
 - Estimated annual sewer discharge (kL)
 - Hours and days of operation (time/days)
 - Type of process (batch/continuous)
 - Method of discharge to sewer (pump/direct gravity discharge)
 - Size of effluent holding tank (kL)



Sales & Business Development

The following provides additional information on the conditions under which water and sewer facilities are available to new customers. Some requirements are relevant to all developments whereas, other information is more specific to subdivisions and commercial, industrial or manufacturing developments. To ensure your plans fit with our strategies, it is best to contact Hunter Water on 1300 657 657 early in your project.

Servicing strategies

To make sure we can keep up with demands, both now and in the future, we have prepared a number of development servicing strategies. These strategies show what we believe will happen and why we focus on some areas and activities. This means that any work constructed, whether by us or by developers, must be consistent with the strategies, and major developments may require a servicing concept report to be prepared.

These reports are usually prepared by an accredited consultant, and identify the:

- Water supply and sewerage loadings
- Transportation options (including the need for additional works such as pump station boosters)

By using the strategies, we can make sure that developers connect to the existing system in the most effective way. It is the developer's responsibility to make sure their plans for connection fit with our strategies. This may mean you need to investigate your options, prepare the servicing concept report and obtain our agreement before any detailed design work is carried out.

Constructing minor works

If you are only undertaking small works, it may be possible for you to use a Minor Works Agreement. This is used when your development requires only:

- A small extension of water and/or sewer mains
- Sewermain protection work (if you are redeveloping a site)

If your development fits this scenario, the following conditions apply. You must:

- Engage an approved design consultant to design the works (we will provide plans of the existing infrastructure and possible connection points)
- Lodge an application with us and pay a fee
- Receive approval from us to begin work
- Give our inspectors three days notice before you intend to start work

- Use a licensed plumber to complete works described in the agreement
- Complete works within 12 months from the date you submitted your application and paid the fees.

Constructing major works

More extensive projects will require detailed survey/design, which means developers must use an approved consultant to design the works and engage a contractor approved by Hunter Water to construct the works. Once your designs are approved by us, a Major Works Instrument of Agreement will be issued to you. Once this agreement is executed, and the fees covering the inspection and work-as-executed survey are paid, the works can commence. Please note our inspectors require:

- Three days notice of intention to commence work
- At least five days notice if a watermain shutdown is required.

Early release of Section 50 Compliance Certificate

Under some circumstances, Hunter Water may choose to issue a Section 50 Compliance Certificate before the work is finalised. This is at our discretion. Generally, a Section 50 Compliance Certificate is only released early if:

- The developer lodges security to cover all outstanding requirements
- The developer complies with all other specified requirements
- The certificate is for large scale works
- The designs have been completed and accepted by us
- Works have already begun

A bond assessment and lodgement fee is payable.

Easements

In very special circumstances, Hunter Water may permit property owners to provide points of connection to new customers via easements. However, in these situations strict criteria will apply. Where an easement is to be created to provide water or sewer services, the following requirements apply:

- The easement must be shown on the final plan of subdivision and three copies of that plan sent to us
- The easement must be created under section 88B of the Conveyancing Act of 1919 and a copy of the instrument of dedication forwarded to us

Build over sewer

If your development is to be constructed over Hunter Water's sewermain, you will be required to protect the sewermain. This could involve replacement of rigid pipes with flexible PVC sewer pipe or diversion of the sewer clear of the development.

Previously laid water or sewer mains

Where water mains and/or sewer mains are already available to a proposed development, the mains may have been built and paid for by a previous developer. If this is the case a payment towards the cost of the mains will be collected from the developer and refunded to the original developer.

Undrainable areas

It is the owner's responsibility to determine whether it is practicable to discharge wastewater from all parts of the property to existing Hunter Water services. There are various steps you may be required to take to ensure sewer connection, such as:

- Place fill on the land, raising the floor level of any proposed building
- Install a privately owned pump-out system



Alterations to roads or surface levels

In some developments, because new roads have been built or existing roads or footways altered, Hunter Water may require existing water or sewer mains to be changed.

In addition, if nominated site surface levels are altered, it may be necessary to adjust new or existing sewer main maintenance holes. The developer must contribute all associated costs should either of these situations arise.

Pump to sewer systems

If a pump to sewer system is proposed for the development, a positive covenant on the title of the lots with pump connections is required. These statements are also required on title deeds:

- On the construction of a building on the land which requires connection to a sewer of the Hunter Water Corporation ('the Corporation') the proprietor must install a pressure sewage waste disposal system ('the system') of a type or design approved by the Corporation.
- At the cost of the proprietor the system shall be maintained, operated and modified to the Corporation's requirements.

Special conditions apply for the connection of these lots and future owners are advised they will have to make an application at one of Hunter Water's Customer Centres to connect any house drain to the system.

Water pressure

Hunter Water's Operating Licence requires the supply of water to a minimum head of 20 metres at street level. This is the reason why developers are required to provide water facilities to this minimum standard. However, land and buildings which are elevated relative to the watermain could suffer reduced pressure during periods of high demand. Landowners should make some assessment of these factors and where necessary install pressure booster systems at their expense.



Future subdivision of development

If you are lodging an application for a development, such as a duplex, which is to be subdivided at a later date, we require separate water and sewer connections for each parcel of land.

We understand that it can be more cost effective for the developer to do this work at the original building stage – so it may also be possible to combine the building and subdivision proposals in one application.

If you would like to consider this option (lodging one application for building and subdivision), we recommend you contact Hunter Water on 1300 657 657 early in the project to discuss your plans.

Public health

The Department of Health requires sewerage facilities be provided to subdivisions with lots less than one hectare in size, serviced by water facilities, or less than two kilometres from a sewermain unless exceptional circumstances exist. The Council responsible for approving the subdivision will determine if exceptional circumstances apply.

Community Title Subdivisions

Subdivisions carried out under the Community Land Development Act 1989 can be serviced by either of the following arrangements:

- Internal Hunter Water mains

Each lot within the subdivision is provided with its own sewer and water connection. Hunter Water serves accounts on each lot owner as an individual customer.

The acceptance of this servicing arrangement requires internal road/access designs to meet Hunter Water's standards. Formed grassed footways, kerb and gutter and building setbacks need to comply with the acceptance criteria.

The water and sewer mains will be protected by line easements. Hunter Water's Dealing No E476715, which has been specifically registered to deal with Community Title subdivisions, covers these easements, and must be listed in the Management Statement for the development.

- Internal community association mains

The design of some developments may not be compatible with Hunter Water's requirements. For example, the desired layout of buildings and driveways may not leave sufficient open space to provide access under Dealing No E476715.

In these cases, the developer has the option of providing only one water and one sewer point of connection to the lot owned by the Community Association. The Community Association is Hunter Water's customer in this situation and, as the owner of the internal water and sewer services, is responsible for the provision and maintenance of water and sewer services to each of the individually owned lots in the subdivision.

Points of connections

Hunter Water requires that each newly created lot be provided with separate water and sewer points of connection. If a development results in the need to relocate existing water services and/or sewer drains to the new points of connection it is the owner's responsibility to ensure that this is done.

Non-standard water and sewer services

Where Hunter Water allows a connection on mains that are not considered 'standard', the property owner is required to sign a contract acknowledging and accepting the terms and conditions under which such a connection is permitted. The key elements of the current non-standard agreement are as follows:

- It must be signed by the property owner and you must advise any subsequent owners of the terms of the agreement. The agreement binds all current and future property owners.