Site Containment Backflow Prevention Policy

Scope

This Policy applies to all customers connected to Hunter Water's drinking water supply system.

Policy Statement

The installation of an appropriate site containment backflow prevention device is necessary to ensure the drinking water supply is protected from the unintended cross connection and backflow of possible contaminants into Hunter Water's drinking water supply system.

Hunter Water will manage a site containment backflow prevention system that protects the integrity of the drinking water supply and the health and safety of customers.

Application of Policy

Hunter Water will exercise the required duty of care in the protection of the drinking water supply system and to safeguard public health as set out in the Hunter Water Corporation Act, Operating Licence and Customer Contract.

- All properties connected to the drinking water supply within Hunter Water's area of operations must comply with the site containment backflow requirements of the Australian and New Zealand Standard for Plumbing and Drainage Part 1 (AS/NZS 3500), the Plumbing Code of Australia and Hunter Water's connection requirements.
- The site containment hazard rating of all properties connected to the drinking water supply must be determined by an accredited person, as specified in AS/NZS 3500.
- All properties with a drinking water connection that present a medium or high hazard rating must install and maintain an appropriate backflow prevention device at the property boundary for site containment protection purposes in accordance with AS/NZS 3500.
- The customer is responsible for the installation, maintenance and testing of the site containment backflow prevention device as required under AS/NZS 3500 for all devices other than low hazard 20mm and 25mm meter installations. An approved test certification report for these devices must be completed and forwarded to Hunter Water annually.
- Where the hazards are unknown for a commercial, industrial or mixed development, the hazard rating will default to high requiring the installation of a device appropriate for that hazard rating. If the hazard rating varies due to multiple processes or multiple tenants, the highest hazard rating must be applied.
- If the use, and hence the site containment hazard rating, of a premises changes, the customer must install the appropriate site containment backflow prevention device for the new use.
- Where Hunter Water supplies a customer with an alternative water supply such as recycled water, the customer must install a site containment backflow prevention device on the drinking water supply system in accordance with AS/NZS 3500.
- Hunter Water will maintain a register of all current testable site containment backflow prevention devices and annual test reports.
- If Hunter Water determines that the site containment backflow prevention for a premise is unsatisfactory, a notice will be issued requiring the customer to repair, test, replace or install a suitable site containment backflow prevention device. The customer must, at their expense, engage an accredited person to comply with the notice within the time specified in the notice.

- If the customer fails to provide a test report for a site containment backflow prevention device as required by a notice issued by Hunter Water, the services of an accredited tester may be engaged by Hunter Water to perform the work with all costs and charges for the engagement passed on to the customer.
- If the customer fails to meet the conditions as specified in a notice issued by Hunter Water, Hunter Water may in accordance with the Customer Contract, disconnect the water supply system until the customer has complied with the notice.

Associated Regulations and Standards

Australian / New Zealand Standard 3500 for Plumbing and Drainage Part 1

Plumbing Code of Australia

Hunter Water's Services Connection Requirements

Terms, acronyms and definitions

Term	Definition
Accredited person /tester	A licensed plumber who holds accreditation from a Registered Training Organisation for backflow prevention device commissioning and certification
AS/NZS 3500	Australian/New Zealand Standard 3500 for Plumbing and Drainage Part 1
Backflow	Backflow is the unintended flow of water from any domestic, industrial or institutional piping system into Hunter Water's drinking water supply system. Backflow can be caused by a loss of pressure in the drinking water supply main or by the flow from a pressurised system through an unprotected cross connection
Backflow prevention device	A device to prevent the reverse flow of water from a potential contaminated source, into the drinking water supply
Cross Connection	Any connection or arrangements between the systems, connected to the water main or any fixture that may enable non-drinking water or other contamination to enter the system
Customer	The property owner within the Hunter Water Corporation area of operations that is connected to a water main
Drinking water supply	The supply system into which Hunter Water Corporation delivers drinking water
Recycled water	Highly treated wastewater that can be used in industrial processes, to irrigate agriculture, urban parks and landscapes, and in the home for flushing toilets, car washing and watering gardens. It is not used for drinking or personal use
Site containment	The installation of a backflow prevention device on the drinking water supply system at the property boundary, to prevent backflow from within the property entering the supply system

Signed: _____

Managing Director

Approved by:	Executive Manager Customer Services	**Approved date:**	5 September 2017
Maintained by:	Group Manager Technical Services	**Next scheduled review:**	5 September 2020
File reference:	HW2015-1469/16/2.001	**Version:**	3.0