



WILLIAMTOWN WATER RETICULATION FREQUENTLY ASKED QUESTIONS

HUNTER WATER IS BEING FUNDED TO PROVIDE PROPERTIES WITHIN THE WILLIAMTOWN MANAGEMENT AREA ACCESS TO SAFE DRINKING WATER.



WHO WILL BE ABLE TO CONNECT TO THE WATER SUPPLY NETWORK?

Residential and business properties within the Williamstown Management Area, as defined by the Environmental Protection Authority (EPA), are being connected to the Hunter Water supply network.

IS MY PROPERTY IN THE WILLIAMTOWN MANAGEMENT AREA?

The boundaries of the Williamstown Management Area are defined by the EPA and a map is available on the EPA website. Assistance in confirming if your property is in the area is available on 131 500.

WHAT IS INCLUDED IN THE CONNECTION?

Project funding covers the costs and coordination necessary to connect your residence to the reticulated water system, including mains construction and private plumbing on your property.

Defence have also committed to cover customer water charges and backflow test costs for 3 years.

WHAT ABOUT VACANT LAND?

For vacant lots, Hunter Water will install a water point from the mains, terminating at the property boundary. Owners will be responsible for arranging and installing pipes and fittings at their own expense if they wish to connect in the future.

DO I HAVE TO CONNECT?

It is up to you whether or not you connect your property to the Hunter Water supply. If you choose NOT to connect, Hunter Water will install a termination point at your property boundary which can be used for a future connection at your expense.

WHAT TYPE OF CONNECTION CAN I HAVE?

Owners may choose to connect their property to the Hunter Water supply system in four ways

- 1) External tap only
- 2) Water tank top up
- 3) Connection to house and disconnect tank
- 4) Switch between tank and town water.

We can discuss these options, and how they apply to your specific property, when we meet.

WHO WILL DO THE PLUMBING WORKS?

Hunter Water has appointed a panel of plumbing contractors to install pipework on private land.

The panel will increase to support the additional connections required in the expanded area.

WHEN WILL THE CONNECTIONS START?

Work to connect properties in the expanded Management Area has commenced, with the first connections expected in January 2018.

Connections will start on Fullerton Cove Road where there is access to an existing nearby water main. Other streets will connect progressively as plumbing is completed and new mains constructed.

LET US KNOW YOU'D LIKE TO CONNECT.

Email your name, property and contact details to williamtown@hunterwater.com.au or call 1300 657 657.

We will contact you to arrange a site visit.

If you are undecided or have questions, please also get in touch.



WILLIAMTOWN WATER FAQs

WHAT IS THE PROCESS FOR CONNECTION?

Property owners are invited to contact Hunter Water to provide property details and register for a site visit. Our project team will arrange to meet with you at your property with a plumber to discuss your needs.

After the visit, we will prepare an agreed scope and coordinate contracts and approvals. The plumber will then schedule and complete the connection, including restoring any disturbed landscaped areas.

HOW WILL IT AFFECT MY SEPTIC SYSTEM?

Like most water utilities, Hunter Water uses chlorine to disinfect its water supply and protect public health. Chlorine is anti-bacterial, however the amount is small and the effect on septic tanks negligible.

The bacterial balance in your tank will quickly adjust without your needing to take any action. There are other Hunter Water areas with reticulated water and septic tanks, such as Wyee, Seaham and Brandy Hill.

DO I NEED A BACKFLOW PREVENTION DEVICE?

Hunter Water requires all properties that connect to the water network to have an appropriate device that stops the potential for backflow into our system.

Stronger devices are required where there are specific features, such as livestock or irrigation.

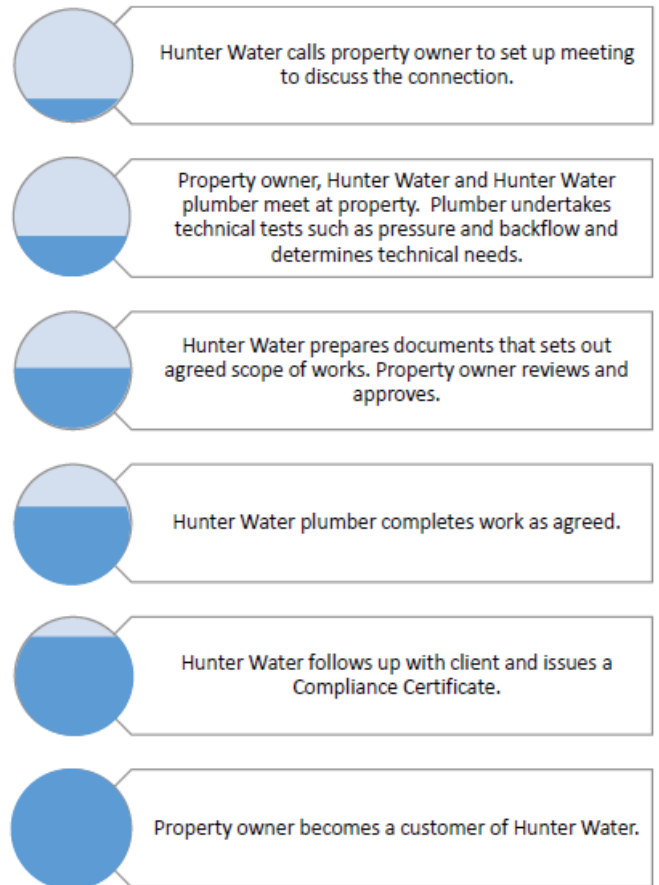
Stronger devices need to be tested annually by a plumber at the owners expense. Defence have committed to pay backflow costs for three years.

WILL MY PIPES HANDLE THE NEW PRESSURE?

In order to protect your dwelling's existing pipework, a pressure test will be taken before any property works commence. A pressure limiting device will be installed and set at the same level as your existing pressure.



New meter at Salt Ash



AS A CUSTOMER OF HUNTER WATER, WHAT RESPONSIBILITIES WILL I HAVE?

Following completion of this project the property owner will assume responsibility for the ongoing maintenance of the pipes and fittings on their property, including any backflow prevention device.

This is in line with all Hunter Water customers who are responsible for the pipes and plumbing systems on their side of the water meter.

As a Hunter Water customer you will be responsible for managing your Hunter Water customer account, including paying bills outside the funded period.

More information about being a Hunter Water customer is available at hunterwater.com.au/contract

CONTACT THE PROJECT TEAM

- Email: williamtown@hunterwater.com.au
- Phone: Hunter Water 1300 657 657
- Phone: Williamtown project team 0437 442 077
- Web: www.hunterwater.com.au/williamtown