

# Plumber and applicant guide

## Adjusting and creating a new water service for dual occupancies



Water services are usually installed by developers on residential subdivisions when the lots are created and connected to the existing watermain. A lot can be serviced by either a single water service or a dual water service shared with the neighbouring lot.

Dual services are sufficient for a single residential dwelling, however when a lot has more than one dwelling (eg a dual occupancy or granny flat) there is increased demand and the dual service needs to be reconfigured to a single service to ensure it meets the increased water usage.

This guide explains the process for adjusting a dual water service to make it a single service and creating a new water service for the neighbouring lot. There are five steps to follow, the details and who is responsible for each step are outlined below.

### Step 1: Permission to do work

You'll need permission from us to do work on our network. Once you have lodged a DA application with us, you will get a notice of requirements letter. This letter explains the conditions required for your development including what works are required to your water service – this is our permission to do works on our system.

Responsibility: Applicant

### Step 2: Working on our system

You'll need to make a drilling application prior to working on our system. Only a plumber licensed with [Building Commission NSW \(formerly NSW Fair Trading\)](#) can install and adjust a water service. Connections to our water systems must comply with our [Water Services Connection Standard](#) as well as:

- the most recent Hunter Water editions of the relevant Water Association of Australia codes and practice
- the Plumbing Code of Australia
- the AS/NZS 3500 series on plumbing and drainage
- Hunter Water's technical requirements – see our [Plumbers Hub](#) on our website

Responsibility: Plumber

### Step 3: Submit evidence of completion

Once works have been finished, your plumber will need to submit the following to us:

- a marked up service location plan which shows us where the service is located
- photographs of both the modified service and the new service.

#### Photos for the existing service being split

1. Open trench, showing:
  - exposed existing dual service
  - removed tee and install new elbow or joiner
  - embedment material (crushed rock dust or sand)
  - marking tape (blue or green) (on top of embedment material)

- how minimum cover is achieved or maintained
2. Kerb indexing – modified arrow orientation in the right direction
  3. Restoration of disturbed area

#### Photos needed for a new service

1. Open trench, showing:
  - short service – open pit
  - long service – road bore and conduit
  - tapping band on the main with masonry support (brick or paver)
  - marking tape (on top of embedment material)
  - embedment material (crushed rock dust or sand)
  - minimum cover is achieved or maintained
  - pressure testing including gauge pressure and bucket testing (show connection to service)
2. Indicator peg at location of municipal valve for both existing service and new service
3. Kerb indexing – arrow orientation in the right direction and modified
4. Restoration of disturbed area

*Note: See photo examples over page.*

Responsibility: Plumber

### Step 4: Section 50 certificate

Once the works are complete, the evidence of completion submitted (step 3) and all the requirements have been completed from your notice of requirement letter, we will issue you a Section 50 certificate.

Responsibility: Applicant

### Step 5: Apply for connection

Once you have your Section 50 certificate you can apply for connection application for a meter affix using Hunter Water's Property Self Service Portal.

Please note: You will not be able to stand up the meter frame until you have section 50 certificate and the connection application for a meter affix has been submitted.

Responsibility: Plumber or applicant

# Plumber and applicant guide

## Example photos



Open trench: exposed services



Removed tee



Open trench: marking tape



New watermain connection



New and existing bands



New service and philmac



Not Allowed – Dead legs, they must be removed



Indicator pegs at municipal valves



Restoration and kerb marking





HUNTER WATER CORPORATION

A.B.N. 46 228 513 446

Developer Plan

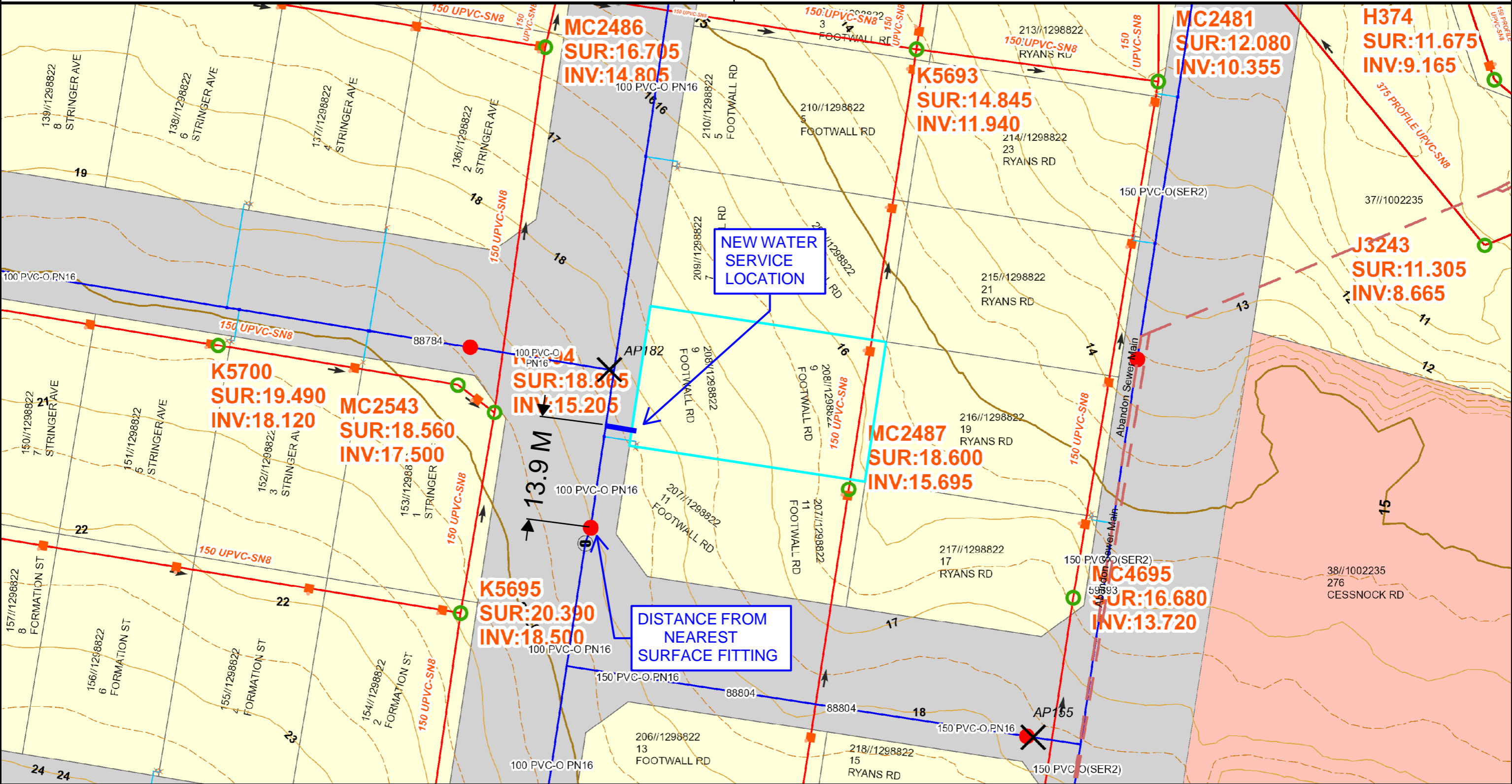
Enquiries: 1300 657 657



MARKED UP WATER SERVICE LOCATION  
EXAMPLE ONLY

LOT/SECTION/DP: Lot 208 DP 1298822

PROPERTY ADDRESS: 9 FOOTWALL RD, GILLIESTON HEIGHTS NSW 2321



Date:	CADASTRAL DATA © Department Finance, Services & Innovation [Nov 2017]. Modified [09/04/2024] AERIAL DATA © NearMap CONTOUR DATA © AAMHatch © Department of Planning	SEWER/WATER/RECYCLED WATER/ELECTRICAL UTILITY DATA © HUNTER WATER CORPORATION	HUNTER WATER ASSETS POSITION ARE APPROXIMATE ONLY. SUBJECT PROPERTY BOLDED. ALL MEASUREMENTS ARE METRIC.	IMPORTANT:  ANY INFORMATION ON THIS PLAN MAY NOT BE UP TO DATE AND THE CORPORATION ACCEPTS NO RESPONSIBILITY FOR ITS ACCURACY.
Scale: at A3 1:500				