



# SITE CONTAINMENT BACKFLOW PREVENTION POLICY

## 1 Overview

### 1.1 Purpose of the Policy

The purpose of this Policy is to outline Hunter Water's requirements for site containment backflow prevention.

These include:

- Providing protection of the drinking water supply network
- To safeguard public health

### 1.2 Scope of the Policy

This policy applies to all customers using Hunter Water's drinking water service

## 2 Policy Statement

To ensure the drinking water supply is protected from inadvertent cross-connection and backflow of potential contaminants into Hunter Water's drinking water supply system, a suitable site containment backflow prevention device must be installed at all properties connected to Hunter Water's network.

To preserve our drinking water systems and the general public's health, Hunter Water will oversee the registered devices online site containment backflow prevention system.

## 3 Application of Policy

Hunter Water shall exercise the due diligence outlined in the Hunter Water Corporation Act, Operating Licence, and Customer Contract to protect the drinking water supply system and preserve public health.

- All properties connected to the drinking water supply system 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 (AS/NZS 3500), the Plumbing Code of Australia and Hunter Water's connection standards.
- The site containment hazard rating will be assessed and determined by a backflow accredited person, as specified in AS/NZS 3500
- In compliance with AS/NZS 3500, all properties with a drinking water connection that have a backflow prevention hazard rating of medium or high must have Site Containment that meets the requirements for that rating.
- The property owner is responsible for installing, maintaining, and testing the site containment backflow prevention device as specified by AS/NZS 3500. The device requires annual testing, by an accredited person/tester, and the test results are presented to Hunter Water.
- When a property risk is unknown for commercial, industrial, or mixed developments, the hazard rating will default to high hazard, necessitating the installation of a suitable backflow prevention device.

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- If the Customer fails to meet the conditions as specified in a notice issued by Hunter Water, the water service may be restricted or disconnected in line with the terms of the Customer Contract until the property complies with Hunter Water connection standards.

## 4 Definitions, Acronyms and Abbreviations

Term	Definition
<b>Accredited person/tester</b>	A licenced backflow accredited plumber with certification and commissioning experience for backflow prevention devices from a Registered Training Organisation.
<b>AS/NZS 3500</b>	Australian/New Zealand Standard 3500 for Plumbing and Drainage applies to new installations as well as alterations, additions, and repairs to existing installations. The standard specifies the requirements for the materials, design, and installation of water services, sanitary services, and stormwater drainage.
<b>Backflow</b>	Backflow is the unintended flow of water from any domestic, industrial, or institutional piping system into Hunter Water's drinking water supply system. It 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.
<b>Backflow prevention device</b>	A device to prevent the reverse flow of water from a potentially contaminated source into the drinking water supply.
<b>Customer</b>	Customer has the same meaning as under the Act. [Note: Under the Act, "customer" means a person who is taken to have entered into a customer contract or a person who has made a contract with us of a kind referred to in section 37 of the Act.]
<b>Owner</b>	Owner has the same meaning as under the Act. [Note: The Act defines owner, in relation to land, as including every person who jointly or severally at law or in equity: (a) is entitled to the land for an estate of freehold in possession, or (b) is a person to whom the Crown has contracted to sell the land under the Crown Land Management Act 2016 or any other Act relating to alienation of land of the Crown, or Hunter Water Customer Contract Page   41 (c) is entitled to receive, or receives, or if the land were let to a tenant would receive, the rents and profits of the land, whether as beneficial owner, trustee, mortgagee in possession or otherwise, and, in relation to land of the Crown, means the Crown but does not include a person who, or a class of persons that, is specified by a regulation not to be an owner for the purposes of this definition, either generally or in a particular case or class of cases.]
<b>Cross connection</b>	Any actual or potential connection between the drinking water lines and possible sources of pollution or contamination, such as a piping configuration or equipment that puts the water in contact with potentially harmful substances for humans in the event of a backflow, is referred to as a cross connection.
<b>Drinking water supply</b>	Treated water delivered to consumers' water service
<b>Property</b>	An individual dwelling or premises used for any purpose; land, whether built or not (excluding public land); or a lot in a strata plan registered under the Strata Schemes (Freehold Development) Act 1973 or the Strata Schemes (Leaseholder Development) Act 1986 that is connected to, or for which a connection is available, to Hunter Water's water supply system or wastewater system.
<b>Site Containment</b>	A backflow prevention device allows water to enter the property through the water meter and prevents water from flowing back into the water supply network.
<b>Recycled Water</b>	Domestic and business wastewater is put through a multi-step treatment process to remove impurities and treat it appropriately for its intended purpose.
<b>Restricted</b>	A restriction device is installed to significantly reduce the flow of water to the property, enough to fill a cup for drinking.
<b>Disconnection</b>	Remove connection to water service; no water flow to the property.

## 5 Associated Regulations and Standards

Doc ID	Document Title
<b>Standards</b>	<p>Trade Waste and Liquid Waste Carriers  <a href="https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Trade-waste/Trade-Wastewater-and-Liquid-Waste-Carriers-Standard.pdf">https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Trade-waste/Trade-Wastewater-and-Liquid-Waste-Carriers-Standard.pdf</a></p> <p>Wastewater Service Connection  <a href="https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Connection-standards/Standard-Wastewater-Service-Connections.pdf">https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Connection-standards/Standard-Wastewater-Service-Connections.pdf</a></p> <p>Water Service Connection  <a href="https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Connection-standards/Standard-Water-Service-Connections.pdf">https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Connection-standards/Standard-Water-Service-Connections.pdf</a></p> <p>Site Containment Backflow Prevention  <a href="https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Backflow-prevention/Standard-Site-Containment-Backflow-Prevention.pdf">https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plumber-Guidelines-and-Standards/Backflow-prevention/Standard-Site-Containment-Backflow-Prevention.pdf</a></p> <p>Australian Standard – Plumbing and Drainage – AS/NZS 3500:1 – Water Supply  <a href="https://www.standards.org.au/">https://www.standards.org.au/</a></p> <p>The Plumbing Code of Australia  <a href="https://ncc.abcb.gov.au/">https://ncc.abcb.gov.au/</a></p>
<b>Plan</b>	<p>Environmental Management  <a href="https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plans--Strategies/Plan-EP0128-Environmental-Management-Plan-2021-2024.PDF">https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plans--Strategies/Plan-EP0128-Environmental-Management-Plan-2021-2024.PDF</a></p>
<b>Licence</b>	<p>Hunter Water Operating Licence  <a href="https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Legislation-and-Governance/Operating-Licence-2022-2027.pdf">https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Legislation-and-Governance/Operating-Licence-2022-2027.pdf</a></p>
<b>Contract</b>	<p>Hunter Water Customer Contract  <a href="https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Legislation-and-Governance/Customer-Contract.pdf">https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Legislation-and-Governance/Customer-Contract.pdf</a></p>
<b>Guidelines</b>	<p>Australian Drinking Water  <a href="https://www.nhmrc.gov.au/about-us/publications/australian-drinking-water-guidelines">https://www.nhmrc.gov.au/about-us/publications/australian-drinking-water-guidelines</a></p>
<b>Act</b>	Hunter Water Act 2024
<b>Policy</b>	<p>Billing  <a href="https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Policy-and-standards/Customer-Services-and-IT/Billing-Policy.pdf">https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Policy-and-standards/Customer-Services-and-IT/Billing-Policy.pdf</a></p>

**Signed:**

**Darren Cleary**

Managing Director

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