



Domestic Supply Connections on Assessed Land

1. Introduction

Renmark Irrigation Trust (the Trust) is willing to install new Domestic Supply Connections on Assessed Land providing all conditions for installation are met. This document sets out both the Trust's and the customer's responsibilities concerning the connection and maintenance of **Domestic Supply Connections on Assessed Land**.

Customers should read this document in conjunction with the Renmark Irrigation Trust Act and Regulations 2009, associated Rules, and any relevant Trust policy and procedure.

2. Types of Domestic Supply Connections

There are two types of Domestic Supply Connections for customers on Assessed Land:

Eligibility	Type of Domestic Supply Connection	Meter size
A customer who resides on Assessed Land (0.2ha and above) and pays an Access Charge.	Domestic (Irrigator) Supply Connection for properties that have an irrigation Supply Connection and require a separate Supply Connection to supply a house.	25mm-40mm
	Dual Purpose Supply Connection for properties that do not have a separate irrigation Supply Connection. Dual Purpose Supply Connections provides irrigation water and domestic water through one Supply Connection. The area irrigated must not exceed the area Assessed.	25mm-40mm (larger meters subject to approval)

Note - Domestic (Irrigator) and Dual Purpose Supply Connections will be referred to as Domestic Supply Connections for the remainder of this document.

3. Customer Installation Requirements

Installation of any new Domestic Supply Connection on Assessed Land must meet all of the following requirements:

3.1 Payment of Works

The cost for installing a new Supply Connection is dependent on its size, location, and distance from the Trust's network:

- (1) An estimate will be provided once an application is received (refer to the current Schedule of Charges for approximate installation costs).
- (2) The estimate must be paid before the commencement of any works.
 - (i) A refund will be issued if the total cost of installation is less than estimated;
 - (ii) An additional invoice will be issued if the cost of installation is more than estimated. This must be paid prior to being supplied water.

3.2 Water Entitlement Requirements

There are two Water Entitlement requirements that must be met before the Trust can install a Domestic Supply Connection:

- (1) For each Domestic Supply Connection required, **300kL Water Entitlement** must be surrendered to the Trust; and
- (2) For each land title that has a Domestic Supply Connection, **1,000 kL Water Entitlement** must remain available to be delivered to the property.

Customers can meet the Water Entitlement requirements in one of the following ways:

- Transfer the required volume of Water Entitlement from their water account
- Externally purchase the required volume of Water Entitlement from the open market;
- Provide the Trust with the funds to purchase the required volume of Water Entitlement.

3.3 Holding Tank

All new Domestic Supply Connection installations must discharge into a holding tank (also called a storage tank) with sufficient capacity for seven (7) days water supply for that property. Customers must undertake the holding tank installation within ninety days of the Trust's agreement to supply the Domestic Supply Connection.

Storage of seven days water supply is essential during programmed shut-downs and breakdowns of the Trust's water supply infrastructure, the settling of dirty water, and avoiding odour problems.

3.4 Payment of Quarterly Accounts

The Trust announces its charges twice a year: in June, for the July to December period; and in December, for the January to June period.

- (1) Accounts are issued quarterly (July, October, January, December) and must be paid by the due date;
- (2) Interest applies to all overdue accounts, even if a payment plan is in place;
- (3) Accounts that have arrears greater than 180 days will result in the Supply Connection being locked off. A disconnection fee will also apply;
- (4) The quarterly Service Charge still applies to Supply Connections that have been locked off.

4. Other Information

4.1 Water Quality

Domestic water supplied by the Trust is untreated River Murray water – it is non-potable and is unfit for human consumption. Before installing any new supply connection, customers must sign form *PT04 – Renmark Irrigation Trust Irrigation System* acknowledging this fact.

4.2 Domestic Water Allowance

Customers will receive a 295kL allowance to be used through the Domestic Supply Connection, even in years of water restrictions.

Any water used above this allowance will be taken from the Water Allocation on the customer's water account. In some cases, additional Water Allocation will need to be purchased or transferred from another water account.

In years of SA Murray water supply restriction, Trust customers are required to follow the same rules applied to SA Water customers. However, domestic water supply is regarded as critical human needs water.

4.3 Programmed Shutdowns and Pipe Breaks:

The Trust ceases pumping for one week each year to undertake preventative maintenance and repair works. Typically, this occurs in the first week of May and may run from Sunday evening until Friday evening. Notices are sent in advance advising the times and dates. Customers must switch over to their holding tanks during these periods.

Occasionally the repair of pipe breaks disrupts water supply. Supply is restored as soon as possible and usually on the same day. Holding tanks provide backup water supply.

4.4 Domestic Network Costs

The Trust announces its charges twice a year; in June, for the July to December period, and in December, for the January to June period.

Applicable charges for Domestic Supply Connections include:

- Water Delivery Fee
- Domestic Service Charge: Irrigator

Please refer to the Water Prices Schedule available on our website for current charges.

4.5 Supply Connection Location

- Supply Connections must be located outside the property boundary.
- Customers should submit a scalable A3 size site plan with their application, clearly showing the preferred Supply Connection location. Ensure a marker peg is installed on-site at the preferred position. The installation may be delayed if this is not provided.
- The Trust will seek to accommodate the customers preferred Supply Connection location; however, the Trust has the right to determine the final location.
- For installation onto an existing service lead (e.g. installed by Developer as part of subdivision), the meter will be installed by the Trust on the alignment of the existing service lead, with the meter location outside the property boundary.

4.6 Other Conditions of Installation

- Supply connections, including the meter, remain the property of the Trust.
- It is unlawful to interfere with Trust property.

- The property owner, by law, is required to take all reasonable steps to protect the Supply Connection from damage. In the case of damage, the Trust may render an invoice for repairs.
- Customers are responsible for all pipe and pipe fittings from the concrete chamber containing the Supply Connection to the customer's property.
- Customers are responsible for all water which passes through the meter including any leakage.
- The supply connection will not be installed if building material or debris covers the installation position or the site is inaccessible in any way.

5. Application

If you wish to apply for an Domestic Supply Connection or would like further information please make an appointment with the Trust to discuss your requirements.

The Trust's timeframe for supply connection installation is generally ten (10) working days from receipt of the completed application forms, Supply Connection Location information, and full payment. Increased installation times may apply in some circumstances – it is recommended applications are submitted four (4) weeks in advance of the installation being required.

6. Definitions

In this document the following words have these meanings unless the contrary intention appears:

Term	Definition/Meaning
Access Charge	The fee to access Renmark Irrigation Trust's water delivery infrastructure. The fee is based on the hectares of Assessed Land.
Domestic Supply Connection	Refers to Domestic (Irrigator) and Dual Purpose Supply Connections, as outlined in clause 2.
kL	Kilolitre (equivalent to 1,000 litres)
ML	Megalitre (equivalent to 1,000 Kilolitres, or 1,000,000 litres)
Assessed Land	The area assessed by the Trust as all arable land within the boundaries of a land title and shall include areas currently planted or unplanted such as headlands, tracks, windbreaks, drying greens, gardens, residential buildings, sheds or other infrastructure. All parcels of land that are Assessed, remain Assessed, even if divided for domestic allotments.
Supply Connection	A water delivery point which incorporates a water meter
Service Charge	Applicable to all Domestic, Dual Purpose, and Industrial Supply Connections, this charge recovers the cost of operating and maintaining the Supply Connections, and applies to each applicable Supply Connection at a property.
Water Allocation	Means the right to take a specific volume of water allocated to Water Entitlements in a given water year.
Water Delivery Rights	Is a customer's ongoing right to access a proportion of the Trust's water distribution system to delivery water to their property. Water Delivery Rights are based on the volume of site use approval available to the Trust and the capacity of the distribution system;
Water Entitlement	Also referred to as Irrigation Right, means a right that: <ol style="list-style-type: none"> (1) a person has against the Trust to receive water; (2) is not a Water Access Entitlement or a Water Delivery Right.