



Industrial Supply Connections

1. Introduction

Renmark Irrigation Trust (the Trust) is willing to supply new and existing customers with a new Industrial Supply Connection if the proposed location is near the Trust's infrastructure, and if the premises engages in some type of industrial work. Industrial work includes activities such as manufacturing, fabricating, processing, washing, and transportation.

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. Customer Installation Requirements

The installation of any new Industrial Supply Connection is at the cost of the Applicant.

2.1 Payment of Works

The cost for installing a new Industrial Supply Connection will be 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 costs of installation).
- (2) The estimate must be paid before the commencement of any works.
 - (i) A refund will be issued if the total cost 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.

The Renmark Irrigation Trust is a Member-owned not-for-profit organisation and cannot provide fixed quotes for new installations. The Trust endeavours to provide estimates as close as possible to the actual costs. You will be contacted immediately if there are any installation problems.

2.2 Water Accounts and Water Allocation

Once the Supply Connection is installed the customer, if new, will be issued with a water account:

- (1) The customer will be responsible for insuring they have sufficient Water Allocation on their water account to cover their water use.
- (2) Water accounts must be balanced in accordance with the Trust's Quarterly Balancing Policy.
- (3) Penalties apply if water accounts are not balanced by the due date.

If the Industrial Supply Connection is only required for a temporary period, at the end of the period the Supply Connection will be removed at the cost of the customer.

2.3 Holding Tanks

Any new Industrial Supply Connection installation 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 90 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.

2.4 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. Refer to 3.2 for applicable charges.

- (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.

3. Other Information

3.1 Water Quality

All 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.

3.2 Programmed Shutdowns and Pipe breaks:

The Trust ceases pumping for one week each year to undertake programmed maintenance and repair works. This typically 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 storage 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.

3.2 Network charges

The applicable charges for an Industrial Supply Connection include:

- Industrial Service Charge (Mechanical or Electronic)
- Water Delivery Fee (Casual use)

Current rates can be found on the Trust's current Schedule of Charges available on our website

3.4 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.

3.5 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.
- Customer are responsible for all water which passes through the meter including any leakage.

4. Application

If you wish to apply for an Industrial 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 the full payment and approval of the application. There may be an increase to the installation timeframe in some circumstances. It is recommended, therefore, that applications are submitted 3-4 weeks in advance of the required installation date.

5. Definitions

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

Term	Definition/Meaning
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"> <li data-bbox="571 779 1161 813">(1) a person has against the Trust to receive water; <li data-bbox="571 813 1299 842">(2) is not a Water Access Entitlement or a Water Delivery Right.