



# SUPPLEMENTARY INFORMATION AND GUIDANCE

**Hunter Water facilitates the planning and provision of services for sustainable land development in the Lower Hunter.**

## Now that you have Received Your Notice of Requirements Letter. What's Next?

The Notice will, in most cases, detail what you are required to do in order for water and/or sewer facilities to be provided to your proposed development.

The requirements for your development may include:

- Provide a copy of your DA consent.
- Design and construction of works.
- Preparation of servicing strategies.
- Payment of reimbursements and other fees and charges.
- Provide a copy of your final plan of subdivision drawn by a Registered Surveyor.

## Developer Works Deed

If you are required to create new water or sewer assets you will need to download the [Developer Works Deed \(the Deed\)](#) nominated in the Notice of Requirements letter. Complete, sign and email the Deed to Hunter Water.

[developer.deed@hunterwater.com.au](mailto:developer.deed@hunterwater.com.au)

You will then be required to engage the services of an Accredited Design Consultant and an Accredited Construction Contractor.

## Requirements Explained

### Routine Minor Works

Routine Minor Works is generally used when your development requires:

- Gravity sewerage reticulation less than 25m long, less than 1.5m deep, diameter of 150mm or less and water services.
- Design by an [Accredited Design Consultant](#).
- Constructed by a [Licensed Plumber or Accredited Construction Contractor](#).

Your Accredited Design Consultant should be able to guide you through this process.

Further information can be obtained at:

[hunterwater.com.au/developerworks.aspx](http://hunterwater.com.au/developerworks.aspx)

### Routine Major Works

Routine Major Works are generally used when your development requires:

- Gravity sewerage reticulation and water assets greater than 25m long, from 150mm up to 300mm diameter.
- Design by an [Accredited Design Consultant](#).
- Constructed by a [Accredited Construction Contractor](#).

Your Accredited Design Consultant should be able to guide you through this process.

Further information can be obtained at:

[hunterwater.com.au/developerworks.aspx](http://hunterwater.com.au/developerworks.aspx)

## Complex Works

- Trunk infrastructure of 300mm and greater diameter; telemetry; mechanical/electrical components; pressure sewer; wastewater pump stations; water booster stations.
- Designed by an [Accredited Design Consultant](#).
- Constructed by an [Accredited Construction Contractor](#).

Your Accredited Design Consultant should be able to guide you through this process.

Further information can be obtained at:

[hunterwater.com.au/developerworks.aspx](http://hunterwater.com.au/developerworks.aspx)

## Issuing a Section 50 Compliance Certificate

Once you have met all the requirements listed in your Notice of Requirements letter we will issue you with a:

- Compliance Certificate under section 50 of the Hunter Water Act 1991, or
- Letter confirming that you have met Hunter Water's requirements.

## Other Supplementary Services

### Servicing Strategies

To make sure we can keep up with growth, both now and in the future, we have prepared a number of water and sewer servicing strategies. These strategies show what we believe will happen and why we focus on some areas and activities. This means that any works constructed, whether by us or by developers, must be consistent with the strategies and Major developments may also require a servicing concept report to be prepared.

These reports are prepared by an Accredited Design Consultant and identify:

- Water supply and sewerage loadings.
- Transportation options (including the need for additional works such as pump station, water boosters, etc).

By using the strategies we can make sure that developers connect to the existing system in the most effective way. It is the developer's responsibility to make sure their plans for connection fit with our strategies. This may mean you need to investigate your options, prepare the servicing concept report and obtain our agreement before any detailed design work is carried out.

Further information can be found on Hunter Water's website: [Servicing Strategies](#).

## Council Consent

A copy of your development consent will be required by Hunter Water to ensure that your Council approved development is consistent with Hunter Water's assessment of your development.

In the absence of development consent a Complying Development Certificate will be required by Hunter Water.

### Build Over Sewer

Please refer to the Building Over Sewer Assets Policy attached to your Notice of Requirements, if this is applicable.

### Previously Laid Water and Sewer Mains

Where water mains and/or sewer mains are already available to a proposed development, the mains may have been built and funded by a previous developer. If this is the case a payment towards the cost of the mains will be required and refunded to the original developer. If this applies you will be notified in your Notice of Requirements.

### Undrainable Areas

It is the owner's responsibility to determine whether it is practicable to discharge wastewater from all parts of the property to existing Hunter Water services. There are various steps you may be required to take to ensure sewer connection, such as:

- Place fill on the land, raising the floor level of any proposed building.
- Install a privately owned pump-out system.

### Alterations to Roads or Surface Levels

In some developments, because new roads have been built or existing roads or footways altered, Hunter Water may require existing water or sewer mains to be changed. In addition, if nominated site surface levels are altered, it may be necessary to adjust new or existing sewer main maintenance structures. The developer must contribute all associated costs should either of these situations arise.

### Water Pressure

Hunter Water's Operating Licence requires the supply of water to a minimum pressure of 20 metres at street level. This is the reason why developers are required to provide water facilities to this minimum standard. However, land and buildings which are elevated relative to the water main could suffer reduced pressure during periods of high demand.

Landowners should make some assessment of these factors and where necessary install pressure booster systems at their expense.

## Future Subdivision of Development

Hunter Water requires that any parcel of subdivided land has a separate water and sewer connection. If you are lodging an application for a development, such as a duplex, which you intend to subdivide in the future, you will need to be aware that you may need to undertake a sewer main extension to service the proposed subdivision, and maintain Hunter Water's minimum clearances between new sewer mains and development.

It would be recommended that you investigate if there are any potential issues with subdividing the lot at a later date. It may be more cost effective to undertake the subdivision at the time of development.

If you would like to discuss your options we recommend you contact Hunter Water on 1300 657 657 early in the project.

## Community Title Subdivisions

Subdivisions carried out under the Community Land Development Act 1989 can be serviced by either of the following arrangements:

- **Internal Hunter Water mains** - Each lot within the subdivision is provided with its own sewer and water connection. Hunter Water serves accounts on each lot owner as an individual customer.

The acceptance of this servicing arrangement requires internal road / access designs to meet Hunter Water's standards. Formed grassed footways, kerb and gutter and building setbacks need to comply with the acceptance criteria. The water and sewer mains will be protected by line easements. Hunter Water's Dealing No. E476715, which has been specifically registered to deal with community title subdivisions, covers these easements, and must be listed in the Management Statement for the development.

- **Internal community association mains** - The design of some developments may not be compatible with Hunter Water's requirements. For example, the desired layout of buildings and driveways may not leave sufficient open space to provide access under Dealing E476715.

In these cases, the developer has the option of providing only one water and one sewer point of connection to the lot owned by the community association. The community association is Hunter Water's customer in this situation and, as the owner of the internal water and sewer services, is responsible for the provision and maintenance of water and sewer services to each of the individually owned lots in the subdivision.

## Points of Connections

Hunter Water requires that each newly created lot be provided with separate water and sewer points of connection. If a development results in the need to relocate existing water services and/or sewer drains to the new points of connection it

is the owner's responsibility to ensure that this is done.

The owner also needs to ensure all water services and/or sewer drains servicing existing development(s) are fully contained within the lot they serve.

## Non-standard Water and Sewer Services

Where Hunter Water allows a connection on mains that are not considered 'standard', the property owner is required to sign a contract acknowledging and accepting the terms and conditions under which such a connection is permitted.

The key elements of the current non-standard agreement are as follows:

- It must be signed by the property owner and you must advise any subsequent owners of the terms of the agreement. The agreement binds all current and future property owners.
- In accepting the connection conditions, the property owner is acknowledging disruptions to supply may occur.
- Significant fluctuations in flow rates and pressure may occur.
- Appropriate water meters and backflow prevention devices must be installed by a licensed plumber.

## Rating System

When Hunter Water is advised that a subdivision has been registered, each lot in that subdivision will attract a separate charge in Hunter Water's rating system.

## Requirements for Building Hydraulic Services, 32mm Services or Larger

Water services must be sized in accordance with the Plumbing Code standards. Where a water service of 32mm or greater is required, a hydraulic design and a large meter request must be submitted to Hunter Water. This will enable early assessment of metering, trade waste and other technical requirements. We consider the impact on our assets and the environment when deciding whether to approve hydraulic designs.

The plumbing design is the responsibility of the hydraulic consultant. Hunter Water does not accept responsibility for the design, operation, performance, and adequacy of flow or failure of any installation.

## Individual Metering for Strata and Community Schemes

Residences that are within Strata or Community schemes that have one connection to the water supply network may be eligible for individual metering by Hunter Water. Individual metering is aimed at improving equity in billing for water usage in these developments. With individual metering each owner will pay for the water they actually use rather than a percentage apportionment of the total usage.

Please note, if you wish to service your development by individual metering it is more cost effective that the design requirements are addressed at the development stage.

At this time, multi-level unit developments are excluded.

For further information please refer to individual (sub) metering of community and strata title developments on Hunter Water's website.

## Contacting Hunter Water

### CALL FOR ADVICE

1300 657 657 ENQUIRIES

MON-FRI 8:30AM-5PM

1300 657 000 EMERGENCIES

24 HRS 7 DAYS

131 450 TRANSLATOR

MON-FRI 8:30AM-5PM

### SEND A MESSAGE:

PO BOX 5171 HRMC NSW 2310

[enquiries@hunterwater.com.au](mailto:enquiries@hunterwater.com.au)

[hunterwater.com.au](http://hunterwater.com.au)

### VISIT ONE OF OUR CUSTOMER CENTRES

36 HONEYSUCKLE DRIVE, NEWCASTLE

128 MAIN ROAD, SPEERS POINT (In LMCC Chambers)

285 HIGH STREET, MAITLAND (In MCC Chambers)