

Permit application form

Recycled water carter

This permit application, if approved, will allow the permit holder and vehicle registration number only to cart either Class A or Class B and C recycled water from Greater Western Water's (GWW) recycled water standpipes. Customers will need to hold a current 'temporary recycled water supply agreement' to obtain recycled water from GWW's recycled water standpipes. Recycled water will not be supplied without a current permit.

You will be required to have a site induction at the standpipe prior to a permit being issued.

Applicant details

Company name:

Company address:

Postcode:

Telephone number:

Email:

ABN/ACN:

Director/s name:

Vehicles to register

Vehicle reg. number/s:

Tanker reg. number:

Size (kL):

Vehicle reg. number/s:

Tanker reg. number:

Size (kL):

Vehicle reg. number/s:

Tanker reg. number:

Size (kL):

Do you currently hold a recycled water permit for this vehicle? Yes No

If yes which water authority? YVW SEW Other:

Name of permit holder:

Permit number:

Which of the following backflow prevention device does the vehicle have:

Airgap Registered airgap Reduced pressure zone device

Please provide certification and photo evidence of your backflow prevention device for approval.

Insurance

Please supply your public liability insurance details. Policy number:

Insurance cover and type:

Intended uses

Please state the intended end use of the recycled water you will be drawing from Greater Western Water's (GWW) standpipes. You may nominate more than one intended use:

Dust suppression Crop irrigation Tree or plant watering Civil construction

Road construction Livestock drinking water Other:

Standpipe/hydrant information

Which recycled water standpipe/s do you wish to access?

Sunbury (Class B) Melton (Class A only, not for residential use) Gisborne (Class B)

All staff that access GWW's standpipes are required to have an induction to use the standpipe correctly and to understand your roles and responsibilities as a standpipe user.

Have you taken water from a standpipe or hydrant before?

Yes. I understand that I am liable for damage to any GWW asset due to incorrect use of a standpipe or hydrant.

No. A GWW staff member will be in contact to arrange an induction time.

Restrictions

You may begin to cart recycled water only when you have received your permit kit authorising you to do so. You have read through the terms and conditions and agree to abide by them. That the information you have provided in this application is true and correct.

Signature:

Date:

Print name:

Send completed form to:

+ recycledwater.carter@gww.com.au

+ Greater Western Water, Locked Bag 350, Sunshine Vic 3020

Privacy statement

Greater Western Water is committed to the information privacy principles contained in the *Freedom of Information Act 1982* and the *Privacy and Data Protection Act 2014*.

For a copy of our Personal Policy Charter please contact us on 13 44 99 or visit our website.

Version: **1 July 2021**

Terms and conditions

Introduction

- + This agreement outlines the terms and conditions that apply to the permit holder.
- + Greater Western Water (GWW) reserves its right to change the terms and conditions of this agreement and if this occurs, permit holders will be notified in writing.

Definitions

- + This permit is known as a Water Carter Permit. This is defined as follows: a business and/or individual with a valid Australian Business Number (ABN) and a vehicle that is engaged to draw water from the supply system across our business supply area, e.g. to supply a residential customer, road works, dust suppression, concrete cutting/grinding, developer, borer, sewer/water construction etc.
- + Business day means a weekday except a public holiday.

Backflow prevention and training

- + The permit holder must ensure that at all times during the term of this permit the vehicles authorised under the permit are each fitted with a backflow prevention device approved by GWW. The testing result/certification of any approved backflow prevention device must be supplied to GWW upon request within 7 days.
- + The permit holder must ensure that any person involved in accessing and drawing water from a hydrant is under the authority of the permit:
 - + has attended a GWW induction session prior to accessing a GWW hydrant
 - + is aware of the terms and conditions applying to this permit.
 - + if at any time the permit holder becomes aware of an incident which may involve a contamination of the water supply, the permit holder must immediately contact GWW on 13 44 99.

Billing cycle and charges

- + For detail of the current price, please visit our website at gww.com.au or refer to your account.
- + As each permit is issued for a specific vehicle, GWW must be advised if a permit is no longer required. For example where the vehicle may be sold or is no longer used for the permitted purpose. If the vehicle is replaced, GWW can arrange for the permit to be transferred to the new vehicle.
- + GWW will on charge the full recovery cost where contamination occurs.
- + GWW will recover costs associated with unauthorised hydrant usage.

Under or overcharging

If you are overcharged you will receive a credit on your next account or a refund. If you have been undercharged, due to our error, we will only seek to recover amounts undercharged over the previous 12 months. Where a dispute occurs GWW will require customers to provide evidence of the dispute (including where applicable log sheets showing fills).

Paying your account

You are required to pay your bill by the due date. For a list of our payment options visit our website or refer to your account.

Changes to the permit

GWW may at any time in accordance with written advice to the permit holder:

- + Vary the terms and conditions of this permit or access to the water supply system
- + Increase or otherwise vary its charges, and
- + Revoke or vary any permit.

Your responsibilities

You are required to:

- + Ensure that each vehicle used to access recycled water from hydrant is fitted with a GWW's approved backflow prevention device. This will become legal requirements under amendments to the Victorian Food Act, which will be enacted by the Department of Health in 2011. Your current Backflow Device may have to be amended to meet with this requirement.

- + Ensure that each vehicle used to access water from hydrants has a valid Water Carter sticker attached to the tank. If you are intending to cart drinking water for human consumption, ensure that you meet your legal obligations under the *Victorian Food Act 1984* and you deliver water to your customer that is safe and suitable for its intended use. For more information, see the Environmental Health section of the Department of Human Health website. Without limiting this general obligation, a tanker used to cart drinking (drinking) water for human consumption, food preparation or ice making must not be used to cart recycled or reclaimed water, toxic or hazardous chemicals, non-food liquids, and human or animal wastes.
- + Ensure that relevant Occupational Health & Safety measures are taken when accessing hydrants including the wearing of safety clothing and complying with advised safety requirements as outlined on the WorkSafe Victoria website (www.worksafe.vic.gov.au).
- + Ensure that hydrants are operated correctly to minimise risk of damage to our assets and water supply system, the environment, and other parties in the vicinity of the hydrant.
- + Ensure that persons operating the hydrant comply with any requirements outlined in material provided or signs displayed at the hydrant.
- + Pay bills in accordance with our payment terms.
- + Notify us of any unauthorised hydrant access by vehicles not displaying current permits.
- + Notify us of any damage to hydrants.
- + Do not cart drinking water in the same tanker as recycled water. Do not cart Class A recycled water in the same tanker as Class B and C water.

Indemnity

You agree to indemnify GWW against any damages to its recycled water mains or fittings and against any claims which may arise out of the grant of this permit.

- + Permit cancellation: The permit may be cancelled by GWW without notice if found non-compliant. The Permit holder must contact GWW within 14 days in writing of intention to cancel permit. We may also cancel a permit immediately, where you fail to comply with the terms and conditions of this agreement.
- + Important privacy notice: By completing this form you are providing personal information to for the primary purpose of GWW providing you with a water, recycled water or sewerage supply service.

The personal information contained in this form may be shared between, and used by GWW and its contracted service providers for the above primary purpose, and related purposes such as:

- + Installing, accessing and maintaining water and sewerage supply to properties and developments - installing, accessing and checking meters and other metering equipment
- + Planning, operating or maintaining the water and sewerage distribution network
- + Complying with a request for services you make to GWW
- + Protecting the safety and security of any person or property, billing and other administrative purposes
- + Marketing of GWW products and services unless you let us know that you do not want to receive such material.

Additionally, GWW may share your personal information with service providers and other external organisations in limited circumstances, such as to:

- + Government or regulatory authorities
- + Mail houses and other companies for the purposes of distributing statements of account and handling mail
- + Information technology companies for the purposes of maintaining information technology and security systems.

If you do not provide the information requested by this form, then we may not be able to comply with your request for services.