



Application & Customer Site Management Plan to Use Recycled Water from a Standpipe

This application forms part of Western Waters’ Recycled Water Temporary Supply Agreement (TSA) as a Customer Site Management Plan (CSMP) and should be completed by the customer intending to use recycled water supplied by Western Water from a recycled water standpipe. Once completed please return to the Renewable Resources Team at Western Water at PO Box 2371 Sunbury DC VIC 3429 or by fax to 9218 5444 or Phone for details on 9218 5400.

Applicant Details

Contact Name:

Company Name:

Postal Address:

Contact Phone: (P)..... (M)

Email:

You must complete all areas of this application in full

This Application

This application is to provide and assist the customer and Western Water to ensure that recycled water is used to address key risks in a safe and sustainable way. By completing this application the customer will develop a strategy to ensure that any health, safety and environmental risks associated with using recycled water are managed in accordance with "Guidelines for Environmental Management :Use of Reclaimed Water" EPA Publication 464.2. Please refer to EPA website for further details at www.epa.vic.gov.au.

The completion of this application and CSMP does not give automatic approval to take and use recycled water. Upon signing this application the customer agrees to comply with the Conditions of Use and details in this application to ensure health, safety and environmental risks associated with using recycled water at your site are effectively managed.



1. Site where Recycled Water is to be used:

- All sites where recycled water is to be used must be declared to Western Water
• Western Water must approve use at each site prior to recycled water use.
• It is a requirement that Western Water record all sites where recycled water is including volumes applied to meet the requirements of EPA Victoria.
• Businesses that use recycled water across a number of sites such as for street tree watering, dust suppression and weed spraying must keep a log of all sites where recycled water is used.

Size of the whole property in acres or hectares

Size of area where recycled water will be applied with in acres or hectares

Council or Shire area of the property/ies where recycled water will be used
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Who is the Site Owner

What is the Site Address/s
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Is there public access to the property being irrigated? Yes or No (please circle)

If yes how will public access be restricted during irrigation? (e.g. Night time watering, fencing and or withholding periods).
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Provide a site plan of the property where the recycled water is to be used, the plan must include;

- Location & boundaries (such as a Googlemap image)
- Area of land to be applied with recycled water
- Local roads, paths tracks
- Watercourses, drains, run-off collection
- Recycled water storage
- Potable water storage
- Site contours, slope & surface drainage direction
- Existing vegetation, wind breaks
- Buildings on-site
- Distance to neighbouring properties and their land use
- Fences & location of "Recycled Water in Use " signs
- North point

Ensure Plan is attached to this application with all the above details included on the drawing



Further plan details list here;

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2. What is the intended use of Recycled Water:

Give details on all intended uses

Intended use: i.e. Crop plants, turf (type), municipal watering, construction, roads, stock (type of animals) etc.

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Application method: i.e. Applied by sprinklers, hand held hose, high pressure spray, dribble bar etc.

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Provide buffer distances to waterways and or other sensitive developments

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3. Requirements for Recycled Water use:

Class of recycled water being applied for: Class A Class B
(please circle)

Refer to "Guidelines for Environmental Management: Use of Reclaimed Water" EPA Publication 464.2. details at www.epa.vic.gov.au for permitted uses of recycled water or contact Western Water on 03 9218 5400.

Risks to soils and surface waters from nutrients and salts must be managed by:

- NOT watering after heavy rainfall or before expected rain
- NOT over watering so that ponding occurs
- using irrigation best practices;
 - that is irrigating at a rate that is balanced against plant needs and evaporation
 - sustainable irrigation management as described in "Guideline for Wastewater Irrigation" EPA Publication 168
 - large water uses should calculate irrigation application rates using a formal hydraulic balance and small scale users may schedule irrigation based on observation of soil moisture.
- ensuring that no run-off from sloped sites or land with poorly permeable soils through careful irrigation scheduling, or collection drains leading to a return sump with a capacity to capture all the run-off from irrigation event. Return sumps should be used for irrigation or returned to the recycled water storage to avoid risk of spills to the environment.

- ensuring that nutrient and salt levels in the soils do not build up to excessive levels. Large recycled water users should conduct a nutrient and salt balance to determine appropriate loading rates. Small recycled water users should regularly inspect plants, soil and landscape for visual signs of deterioration such as plant die-off, soil crusting, and salt accumulation on the surface of the soil.
- if there is a chance of storm-water entering a recycled water dam or tank maintain a freeboard to ensure that there is no discharge from the recycled water dam or tank to waterways.
- Not using recycled water on impermeable surfaces unless bunding or containment measures are used to prevent recycled water entering the storm-water system or recycled water is used in a designated area where run-off is collected and reused or discharged to the sewer system under a Trade Waste Agreement.

Recycled water must not enter neighbouring land either by run-off or spray.

4. Spray Drift Control

No spray drift originating from the recycled water irrigation area must travel beyond your property boundaries. For information on ensuring buffer zones to prevent spray drift, see the EPA's *Environmental Guidelines for the Use of Reclaimed Water*.

Western Water (and the EPA) may approve a reduction in buffer distances to sensitive areas if other measures are taken to prevent spray drift of recycled water.

Where necessary, you should use the following spray drift control measures:

- using irrigation practices that prevent fine mist generation (e.g. low-rise sprinklers, small throw or micro sprinklers or part circle sprinklers)
- tree screening designed to intercept drift before it blows offsite
- restricted times of watering (check for forecast wind directions and strengths prior to irrigation)
- reliable systems (e.g. anemometer controlled) that automatically switch off irrigation in case of strong winds or winds blowing in the direction of sensitive land-use areas.



5. Buffer Area:

Buffer Area for Class B and C (Class A exempt)				
Distance to sensitive development or surface water (river, stream, residential, swimming pool, shops, schools)				m
Rate the following measures on the scale; (0- no measure implemented; 5 - comprehensive implementation of the measure)				
Recycled Water Reuse Measure			Rating/5	Rating/5
Irrigation Type (circle appropriate)			Spray	Trickle or Subsurface
Site is favourable such as elevated or well vegetated area between reuse site and sensitive area				
Best practices implemented to avoid run-off leaving site				
Sufficient tree screens				
Anemometer switching system				N/A
Restricted times of watering				
TOTAL			/25	/20
Distances are measured in metres from the edge of the wetted area to surface waters or sensitivity developments.				
Class B and C Recycled Water Use - Minimum Buffer Distances				
Spray Irrigation			Trickle or Subsurface Irrigation*	
Score out of 30	Flood/high pressure spray	Low pressure spray	Score out of 25	
0-10	100m	50m	0-7	30m
11-17	50m	30m	8-15	15m
18-25	30m	15m	16-20	10m
*Buffer distances for subsurface irrigation only apply if the sensitive use is a waterway (all other sensitive uses need to be considered on a case by case basis) Refer to EPA Victoria's Guidelines for Environmental Management: Use of Reclaimed Water (464.2; Section 7.1.2 and Table 5)				



6. Prevention of Recycled Water run-off into waterways and neighbouring properties

While recycled water is treated to the relevant Class standards, it does contain nutrients and salts that may be harmful to the environment. Excessive quantities of nutrients in the waterways can lead to algal blooms and water toxicity. Therefore recycled water runoff must be controlled by the application method, or a run-off collection system to prevent recycled water from entering the storm-water drainage system and further entering the waterways or neighbouring properties.

Please provide distance to nearest waterway in metres

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Describe how any surface water run-off is managed and precautions taken so as to prevent recycled water run-off leaving your property / site

(explanation must be described for each site where recycled water is applied)

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7. Signage and labelling:

Signage should be installed at the entrance to the property of where recycled water is to be used, stating "Recycled Water In Use" or "We are Using Recycled Water"

Portable signage for those that use recycled water at various sites must be displayed, stating "Recycled Water In Use" or "We are Using Recycled Water"

Western Water will supply temporary signs to customers if required.

All recycled water pipes and fittings shall be coloured purple.

All below ground recycled water pipes to have identification tape installed on top of the pipeline running longitudinally and fastened to the pipe at no more than 3 m intervals.

All pipes, sleeving and identification tape shall be marked with the following words, *Warning: Recycled or Reclaimed-Water-Do Not Drink*

8. Recycled Water storage

Do you intend to store recycled water on-site YES NO
(if NO proceed to next section)

All on-site storage must:

- be adequately signed "Recycled Water Do Not Drink"
- be secure from public access



- not be connected either directly or indirectly to the potable or any drinking water system or storage on the property
- be prevented from entering any waterway or drain in the case of a spill or leak from the tank or dam e.g. provide bunding around storage

Storage type and size and if storage is a dam, how was the dam lined during construction

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How long will recycled water be stored prior to being used

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If Class A recycled water is to be stored on-site for toilet flushing via an independent plumbing system, please provide a Plumbing Industry Commission "Certificate of Compliance" or an independent plumbing test report from a licensed plumber for the installation of the recycled water plumbing system for toilet flushing.

9. Cross-Connection control:

Recycled water installations shall be designed, installed and maintained to prevent a cross-connection with drinking water supply. Where a property is served by a recycled water supply, the following shall apply:

- A backflow prevention device for the degree of hazard, and sized to suit the water service shall be fitted at the meter on the drinking water supply
- There shall be no cross-connection between any drinking or recycled water service
- All external tap outlets on the drinking water service shall be fitted with hose connection vacuum breakers
- Cross-connection protection for recycled water services shall meet the requirements of **AS/NZS 3500.1:2003, Section 4**

You must provide a Plumbing Industry Commission "Certificate of Compliance" or an independent plumbing test report from a licensed plumber that ensures there is no cross connection between the recycled water and the potable water system.

10. Recycled Water carter information and volumes:

Name of recycled water carter

Carters' Western Water permit number

(Carter must have a recycled water permit with Western Water)

Volume of recycled water to be carted to this site

How long will recycled water be used



11. Occupational health & safety:

When working with Recycled Water the following safe working practices are advised.

- DO NOT DRINK RECYCLED WATER.
- Use personal protective equipment such as gloves to minimise inhalation and skin contact.
- Provide soap and hand-washing facilities and always wash hands. immediately after using recycled water.
- If splashed in eyes wash immediately with clean water.
- Avoid any unnecessary contact with recycled water.
- DO NOT drink, consume food, or smoke while working with recycled water.
- Wash hands with soap and fresh water before consuming food or drink or smoking and finishing work.
- Report any skin rashes and illness such as fever, nausea, vomiting or diarrhoea to your immediate supervisor.
- Cover any wounds after washing with soap and fresh water, with a waterproof dressing to prevent contact with recycled water.
- If you have dermatitis, chronic illness or are receiving treatment that may suppress your immune system, then you need to obtain a medical advice regarding your fitness to work with recycled water.
- It is recommended that carters and workers using Class B & C recycled water be inoculated against Hepatitis A & B.
- All workers that are likely to be present during recycled water use activities are required to have an induction to explain recycled water use.
- All tools that have been used on the repair of a recycled water pipeline must be decontaminated prior to using those tools on fresh (potable) water pipelines.
- Any water tank or pipe-line that has contained recycled water that is no longer required can be de-contaminated by accessing the Fact Sheet from the Department of Human Services titled, "Guidelines for Potable (Drinking) Water Transport in Victoria" or go to www.foodsafety.vic.gov.au

Describe how workers will be educated on safe work practises while using recycled water on this site

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12. Contingency & Emergency Plans:

In the event of an emergency (i.e. burst pipe, overflow of a tank or dam) the following plan of action should take place:

- Shutdown the recycled water systems main shut off valve.
- If recycled water is contained on-site, repair problem and record incident.
- If recycled water cannot be contained on-site contact Western Water on 1300 650 425 who may declare an incident and instigate incident management control.
- Divert any uncontained recycled water flow to storage dam or provide temporary bund to contain on-site.
- Notify neighbouring properties.



- Maintain contact with Western Water
- Assess and record recycled water loss.
- Keep a written record of the incident to be forwarded to Western Water.
- Inform all parties when incident is resolved.

13. Incident reporting:

Report any recycled water spills or personal hygiene issues that have received medical attention to Western Water. Western Water may initiate our incident management procedure.

14. Conditions of Use

The recycled water customer agrees and acknowledges that:

- Recycled water must be used in accordance with the conditions and approved uses in this Customer Site Management Plan (CSMP) and the Temporary Supply Agreement.
- Recycled water must be used in accordance with the conditions and approved uses at all sites where recycled water is used.
- This CSMP must be read in conjunction with the individual protocols for the particular use of recycled water
- Recycled water must be used in accordance with applicable legal and regulatory requirements, including Department of Health for Class A use and the Environment Protection Authority Victoria (EPA) requirements "*Guidelines for Environmental Management :Use of Reclaimed Water*" EPA Publication 464.2.
- Recycled water must only be carted to sites that have a permit with Western Water.
- Only Western Water registered recycled water carters will be used to transport recycled water.
- They must provide to Western Water any information as required in relation to this permit for any auditing requirements.
- Western Water may cancel supply if these permit conditions are not strictly adhered to.
- They will not be entitled to any compensation, cost, loss or damage arising from or in any way related to the revocation or cancellation of supply of a recycled water customer.
- They will indemnify Western Water as per Clause 7 of the "*Recycled Water Temporary Supply Agreement*".
- Record and keep details of location that recycled water has been used any monitoring and auditing that has been completed in order to ensure compliance with this site management plan.

Before approval may be given, Western Water will check the information contained in this permit and a arrange a site visit prior to any approval

Company, Owner or Occupants Signature

Print Name and Title

Date



Recycled Water Checklist (office use only)

- Intended use complies with applicable requirements
- Property size complies with requirements
- What is the classification of the site/s under the DSE Planning Scheme
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- Type and size of storage (if any)
- Method of recycled water application
- Buffer distances to waterways and sensitive developments comply
- Western Waters' "Recycled Water Temporary Supply Agreement" completed and signed.
- Site plan attached with all requirements met
- Customer use meets requirements of the National Recycled Water Guidelines Risk Calculator

Signed by
Renewable Resources Team

Dated

Western Water
 36 Macedon Street, Sunbury Victoria 3429
Mailing Address Western Water PO Box 2371 Sunbury DC Victoria 3429
Telephone 03 9218 5400 **Facsimile** 03 9218 5444 **Email** mail@westernwater.com.au
Website www.westernwater.com.au