

# WATER FILLING STATION – SALE OF KEYS INSTRUCTIONS AND CONDITIONS OF USE

Please complete this form to purchase water filling station key/s and return to Dubbo Regional Council.

PURCHASER/KEY HOLDER DETAILS	
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other - Please specify:
Name/s	
Date of Birth <i>Optional</i>	
Residential Address <i>Include City, State &amp; Postcode</i>	
Postal Address <i>Include City, State &amp; Postcode</i>	
Contact Number	
Email Address	
Would you like to receive your statements/tax invoice via email	<input type="checkbox"/> Yes <input type="checkbox"/> No

BUSINESS DETAILS	
Your Name	
Company Name	
ABN	
Company Address <i>Include City, State &amp; Postcode</i>	
Postal Address <i>Include City, State &amp; Postcode</i>	
Contact Number	
Email	

PLEASE COMPLETE THE FOLLOWING QUESTIONS IF YOU ARE NOT A REGISTERED WATER CARTER OR RESIDENT OF THE DUBBO LGA WHO IS OUTSIDE THE WATER SUPPLY AREA					
Reason you require access to water filling station					
Are you undertaking contract work	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Are you using the water for works in the Dubbo LGA	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Where are works to be undertaken (location)					
Company name you are contracted to					
How long do you require access to water		Days		Weeks	Months
How much water do you require for these works					
How will the water be transported and what is the size of the transport (ie 1,000 loads – three times/day)					

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## INSTRUCTIONS

**Vehicular Access to Site:** Take care when approaching and entering the Water Filling Station site. Pay particular attention to pedestrians, other vehicles and signage.

**Parking:** Position the truck to allow safe and efficient access. Take care when stationary on the roadside, especially when entering and exiting the vehicle. Wear a high-visibility vest.

**Pedestrian Safety:** Minimise obstruction of the footpath and take all safety precautions including the positioning of safety cones to prevent the risk of tripping hazards or injury to pedestrians.

**Hose Connection:** Use only a hose with a 75 mm (3") Camlock fitting.

**Water Access:** Follow the water filling station operating instructions displayed at each site. Council recommends flushing the system before use to prevent any foreign objects entering your tank.

Follow these steps to flush:

1. Ensure gate valve **OFF** (clockwise direction).
2. Hold access key on reader for three seconds. Light will illuminate.
3. Press **ON** button. Light under **ON** button will illuminate.
4. Turn gate valve **ON** (anti-clockwise direction). Use gate valve to regulate flow of water.
5. Run water for two to three seconds.
6. Turn gate valve **OFF**.

To commence filling your tank:

1. Securely connect one end of your hose to the water filling station 75 mm (3") Camlock coupling and the other end to the inlet on your tank.
2. Turn gate valve **ON** (anti-clockwise direction).
3. Once finished filling your tank turn gate valve **OFF** (clockwise direction).
4. Press **OFF** to stop flow. Light will go out. Water shutdown can take up to 15 seconds.
5. Disconnect hose from water filling station and tank connection. Take care to avoid excessive water spillage.
6. Take care exiting the water filling station. Pay attention to other vehicles and pedestrians and proceed safely.

**NOTE:** Users must ensure the standpipe water valve is **COMPLETELY CLOSED** before exiting the water filling station.

**Care of Keys:** Customers are responsible for ensuring keys do not sustain damage through careless handling. Customers whose keys are damaged will have to purchase a new key at a cost in accordance with Council's Fees and Charges Policy. Keys should be kept in a safe place to minimise contact with hard objects.

**Service Difficulties or Damage:** Customers are to report damage to, or failure of, the water filling station as outlined below:

- **Uncontrolled water spillage, or damage, that is a risk to public safety.** Contact Council's after-hours service on (02) 6801 4000.
- **Minor damage or non-delivery of water.** Contact Council on the next business day between 9.00 am to 5.00 pm Monday to Friday, except public holidays, on (02) 6801 4000.

Oncall Council staff are unable to assist with Avdata service difficulties or key issues. If customers encounter difficulties with key operation, they can contact Council during office hours, or purchase a new key from Council during office hours if required.

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## CONDITIONS OF USE

If you wish to use Council's water filling stations, you will need to do the following:

1. Complete an application form for an Avdata water billing account.
2. Purchase a water filling station access key.
3. Agree to Council's Conditions of Use and Terms and Conditions.

Council uses the services of Avdata Australia to manage the water billing, monitoring and access requirements for Council's water filling stations.

**Water Charges for All Dubbo Regional Council Stations:** Water filling station access key deposit and water charges are as per Council's Fees and Charges Policy. **Note:** For Council's current Fees and Charges, refer to our website <https://www.dubbo.nsw.gov.au/about-council/our-responsibilities/community-strategic-plan>

Bulk water can be accessed from the following locations:

- Federation Street Ballimore
- Burraway Street Brocklehurst
- Bunglegumbie Road Dubbo
- Cooreena Road Dubbo
- Firgrove Estate Dubbo
- Macquarie Street Dubbo
- Obley Road Dubbo
- Old Gilgandra Road Dubbo
- Whitewood Road Dubbo
- Sawmill Street Eumungerie
- Wellington Street Geurie
- Burrandong Street Mumbil
- Charles Street Wellington
- Derribong Street Wongarbron

**Lost or Stolen Keys:** Customers should immediately report lost or stolen keys to Avdata on (02) 6262 8111 to ensure your account is disabled. Customers should contact Council to complete a Water Filling Station Key Replacement application form. Replacement fee for Access Key applies, as above, for damaged, lost or stolen access keys.

**Pedestrian Safety:** Minimise obstruction of the footpath and take all safety precautions including the positioning of safety cones to prevent the risk of tripping hazards or injury to pedestrians.

**Privacy:** Personal information supplied to Council as part of the application process will be held securely and will not be disclosed to third parties other than for the purpose for which it was intended (billing purposes).

**Contact Information:** Please contact Council's Water and Sewer Client Services Team on (02) 6801 4000 and Avdata on (02) 6262 8111 if customer mailing address or contact information changes.

**Portable Standpipes:** Private portable standpipes are prohibited in Council hydrants (Council and Fire Brigade are exceptions).

**Overdue Accounts:** Account keys will be deactivated if the account exceeds 60+ days overdue.

**Water Carters Supplying Potable Water:** Water carters supplying potable drinking water must have tankers suitable for the transport of drinking water. Water carters accessing water from Council's water filling stations for the purpose of supplying as drinking water will be included in Council's Register of Water Carters as specified in *NSW Health - Guidelines for Water Carters*.

The *NSW Health Guidelines for Water Carters* specifies the obligations water carters must comply with, and a copy of this document will be issued to customers supplying potable drinking water when an access key is purchased.

Users of this service are solely responsible for cleanliness of containers/tanks filled from filling stations.

**NOTE:** Dubbo Regional Council has no responsibility for water quality once water is removed from the standpipe.

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## AVDATA TERMS AND CONDITIONS Effective 1 July 2022

1. These terms and conditions apply to all new and existing key holders. They replace all previous terms and conditions and may be revised without notice.
2. Avdata reserves the right to reject key registration applications, including any which are incomplete, which are not signed, or where related accounts have not been paid.
3. The purchaser of each key is registered with Avdata as the key holder and is liable to pay charges associated with all usage on that key, whether or not the usage was authorised.
4. When a key has been lost or stolen, Avdata must be advised immediately by phone call to (02) 6262 8111 or email to [mail@avdata.com.au](mailto:mail@avdata.com.au). Advice by telephone should be followed up with written advice to Avdata.
5. When Avdata is advised that a key has been lost or stolen or is no longer wanted then the key will be de-registered from the Avdata system to prevent unauthorised use. If a key has been de-registered then it will only be re-registered on receipt of written advice.
6. Accounts are issued monthly (or sometimes quarterly for smaller accounts). In general, charges will be for usage in the previous calendar month or previous quarter. However, older charges may be included if there has been a delay in obtaining usage data from the facility.
7. Usage charges will be applied as directed by the owner of the facility.
8. Use is also subject to any local terms and conditions set by the owner/operator of the facility.
9. Key access for a given facility is programmed by Avdata according to instructions from the facility owner. Changes to access permission may occur without notice.
10. Accounts must be paid in full by the due date (generally 25 days after the invoice date).
11. Overdue accounts may incur an overdue account fee of \$13.86 (inc GST) and will have all of their keys de-registered. Keys will not be re-registered until the account is paid in full, and a key re-registration fee of \$23.10 (inc GST) per key may apply. After the payment has been processed, it may take up to 10 days for keys to be re-registered.
12. Fees and charges may be changed at any time without notice.
13. The registered key holder is liable for and agrees to pay all legal and other costs and expenses incurred in recovering unpaid amounts.
14. This agreement shall be governed by and construed in accordance with the laws in force in the Australian Capital Territory and be submitted to the exclusive jurisdiction of the courts of that Territory.

### Notes

1. Accounts will show the tag number of the key used to operate the water point(s), date and time of usage, kilolitres (assuming that a flow meter is installed and operating), and usage charge.
2. You may provide a description such as a vehicle registration number to be recorded against each key. This can be amended by contacting Avdata.

Avdata Australia: PO Box 877, Mitchell ACT 2911 – (02) 6262 8111 – [mail@avdata.com.au](mailto:mail@avdata.com.au) - [www.avdata.com.au](http://www.avdata.com.au)

### PROOF OF RESIDENCE AND IDENTIFICATION MUST BE PROVIDED WITH THIS APPLICATION

<input type="checkbox"/> Drivers Licence	<input type="checkbox"/> Photo ID Card	<input type="checkbox"/> Rates Notice
Purpose:	<input type="checkbox"/> Domestic	<input type="checkbox"/> Stock
Key Number	Vehicle Registration/Description	
Key Number	Vehicle Registration/Description	

# WATER FILLING STATION – SALE OF KEYS INSTRUCTIONS AND CONDITIONS OF USE

## CUSTOMER ACKNOWLEDGEMENT/KEY HOLDER DECLARATION

- I acknowledge that I have read and understood all the conditions of use.
- I understand that it is illegal to use portable standpipes in Council hydrants (Fire Brigades and Council accepted).
- I agree to take water only for the purpose approved on this application.
- I take responsibility for any loss or damage to the access key.
- I agree to follow correct procedures for water filling station operation as outlined on the 'Water Filling Station Instructions'.
- Council may vary these terms and conditions at any time. Thirty days' notice of any changes will be advised in writing to registered key holders.
- I am legally entitled to make application on behalf of this organisation.

I intend to access Council's water filling stations for the purpose of supplying and selling drinking water.	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered 'yes' above, have you received a copy of the NSW Health Guidelines for Water Carters and recognise carting drinking water poses extra responsibilities.	<input type="checkbox"/> Yes <input type="checkbox"/> No

**NOTE:** In the event of a user not complying with any of the above conditions or other reasonable request, permission to draw water may be withdrawn.

I certify that I am an authorised representative of the purchaser/key holder and that I have read and accepted the terms and conditions.

Signature	
Print Name	
Date	

### PRIVACY NOTE:

Council is bound by the provisions of the Privacy and Personal Information Act 1998, in the collection, storage and utilisation of personal information provided in this form. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained. For further information, please refer to Council's Privacy Management Plan Policy located on Council's website [www.dubbo.nsw.gov.au](http://www.dubbo.nsw.gov.au)

## OFFICE USE ONLY

Access Key Number		Date of Issue	
Receipt Type		Amount	Receipt Number
Avdata Notification – Customer Experience emailed to: <a href="mailto:mail@avdata.com.au">mail@avdata.com.au</a>			<input type="checkbox"/> Yes <input type="checkbox"/> No
Copy emailed to Water Sewer Client Services			<input type="checkbox"/> Yes <input type="checkbox"/> No