

Minor service extension

1. Overview

1.1 At a glance

Some properties within our area of operation don't have a connection to our water or wastewater services. This could be because:

- the properties may have relied on private water supply line and on-site septic systems
- originally the properties may have been too isolated and remote from existing systems
- the topography of the site may have been too difficult or costly to service at the time
- the properties may have been owned by government or other agencies and were never connected to our systems

If your property is not connected because of one of these reasons, you can apply to have the service extended. This is called a minor service extension.

1.2 Scope

This policy applies to all customers who are within our area of operations but not connected to our services.

This policy does not include developer applicants.

1.3 Objective

This policy explains what you need to do if you are looking at connecting to our services with 'a minor service extension'.

2. Policy in detail

One of the ways we can help you connect to our water and wastewater systems is by building a minor service extension. We'll do this only when:

- we can provide services that are safe, reliable and financially viable
- you pay the charge for the minor service extension.
- the service extension does not impact on our operating license or the service we provide to other customers.

2.1 How can I apply?

Call us on 13 20 92 and we'll:

- invoice you an application fee
- assess your application and determine if our services can be extended
- estimate the cost of providing the extension
- calculate your share of the costs using a methodology set by Independent Pricing and Regulatory Tribunal of NSW (IPART). This is called a 'minor service extension charge'
- advise you of your share of costs so you can decide whether to proceed.

2.2 What's involved in building a minor extension?

We'll build the extension to our service where:

- a water service extension has the adequate pressure and flow in the water main to support the connection
 - the connection won't compromise the water or wastewater service we offer other customers
 - at least 50% of those customers who can connect to the extension agree to pay their share of the cost and connect to the extension within 12 months of it being built
- or
- at least one customer agrees to pay their charge and connect to the extension within 12 months of it being built and the remaining cost of the extension is no more than \$30,000
 - we have the budget to contribute to the cost.

You'll need to engage and pay a plumber to lay a private service line and connect to the new service. You're responsible for paying your plumber's costs.

Please note: The likelihood that 50% of customers agree to pay and connect to the extension is very low and you are still required to pay an application fee.

3. Definitions

Term	Definition
Area of operation	The area of operations defined in section 10(1) of the <i>Sydney Water Act 1994</i> .
IPART	The Independent Pricing and Regulatory Tribunal of NSW constituted by the <i>Independent Pricing and Regulatory Tribunal Act 1992</i> . The independent body that oversees regulation in the water, gas, electricity and public transport industries in NSW.
Minor service extension	The construction of pipes and structures that add to the existing water and wastewater systems. They are not extensions constructed under either our Section 73 compliance certificate (or 'developer') or Priority Sewerage Program (PSP) processes.
Operating Licence	A licence issued under the <i>Sydney Water Act 1994</i> that explains how Sydney Water should do its work.
Priority Sewerage Program (PSP)	The program through which Sydney Water provides wastewater services to previously unsewered areas. Many PSP services are provided by pressure sewer systems.

4. Context

4.1 Accountabilities

Position	Accountabilities
General Manager, Business Development	<ul style="list-style-type: none"> • Policy owner
Head of City Growth and Development	<ul style="list-style-type: none"> • Policy management
Manager, Development Services	<ul style="list-style-type: none"> • Policy administration

4.2 Training and competencies

Position	Training or competency
Manager, Planning and Technical	Face to face training
Senior Analyst, Economics and Regulation	Awareness training

4.3 References

Document type	Title
Compliance obligations	IPART Determination July 2016 Sydney Water Act 1994 Sydney Water Regulation 2017 Sydney Water Operating Licence 2017-2019 Customer Contract
Policies and procedures	Minor Service Extension Procedure
Other documents	Minor Service Extension Application Form Minor Service Extension Fact Sheet Minor Service Extension Tracking Report