

## Minor service extensions

### 1. Overview

#### 1.1. At a glance

#### What

There are properties within Sydney Water's area of operations that do not have a connection to our water or wastewater services because:

- The topography of the site may have been too difficult or costly to service when the area was first settled
- the properties or area may have been settled before any planning instruments were in place and relied on private water supply lines and onsite septic systems
- originally the properties may have been too isolated and remote from existing systems, but with urban sprawl and zoning changes, there is now customer demand for new connections or
- the properties may originally have been owned by government or utilities and therefore were never connected to Sydney Water systems.

The owners of these properties can apply to have the service extended (a minor service extension) so they can connect to our systems.

#### 1.2. Scope

#### Who

This policy applies to property owners within Sydney Water's area of operations who want to have our service extended (a minor service extension) so they can connect to our systems.

It excludes developer applicants and property owners served by our Priority Sewerage Program (PSP).

#### 1.3. Objective

#### Why

Property owners will understand how we assess requests for minor service connections. This will help them to make informed financial decisions about connecting to our systems.

## 2. Policy in detail

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

- we can provide services that are safe, reliable and financially viable
- you pay the charge for the minor service extension.

### 2.1 Applying for a minor service extension

To apply for a minor service extension you must complete an application form and pay the relevant fee. We will:

- assess your application and estimate the cost of providing the extension
- calculate your share of the costs using a methodology set by IPART. This is called a 'minor service extension charge'.
- advise you of your charge so you can make a decision about whether to proceed.

### 2.2 Building the minor service extension

We will build the extension to our service if:

- for a water service extension, there is 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
- either:
  - at least 50% of those customers who can connect to the extension agree to pay their charge and connect to the extension within 12 months of the extension being built or
  - at least one customer agrees to pay their charge and connect to the extension within 12 months of the extension being built **and** the remaining cost of the extension is no more than \$30,000, and
- Sydney Water has the budget to contribute to the cost.

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

### 3. Definitions

| Term                              | Definition   |
|-----------------------------------|--|
| Area of operations                | 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 <b>not</b> 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.   |
| Section 73 compliance certificate | A certificate issued under section 73 of the <i>Sydney Water Act</i> that certifies that a developer has met our requirements for improving assets or doing works to meet the demands of their development   |