

Special characteristics schedule

Please see the conditions that apply to your relevant service with special characteristics as previously advised. These conditions should be read in conjunction with the *Standard Customer Contract* and together form the terms and conditions applicable to your service or services.

Non-drinking water

1. The water we provide to you is not intended for human consumption unless so advised.
2. You must comply with the Non-drinking Water Guide available on our website or by request to ensure the safe use of your water service.
3. You are responsible for informing all parties that enter onto your supply address of all the relevant risks associated with your water service including that it is not intended for human consumption.
4. These conditions are subject to change from time to time. You will be advised of any changes.

Water of fluctuating quality

1. Due to the location of your supply address, the quality of your water service will fluctuate between drinking water quality and non-drinking water quality.
2. We will advise you when the quality of your water supply changes from a drinking water quality to non-drinking water quality and vice versa.
3. If we advise that the water we supply to you is of a drinking water quality, you may consume the water normally.
4. If we advise that the water we supply to you is of non-drinking water quality then you:
 - a. must not consume the water unless so advised by us; and

b. must comply with the relevant Non-drinking Water Guide available on our website or by request to ensure the safe use of your water service.

5. You are responsible for informing all parties that enter onto your supply address of all the relevant risks associated with your water service including that it may not be intended for human consumption.
6. These conditions are subject to change from time to time. You will be advised of any changes.

High or low water pressure/flow rates

7. Due to the location of your supply address we cannot guarantee the water pressures, flow rates and continuity of your water service.
8. We may need to impose a continuous restriction on the flow rates to your supply address.
9. You are responsible for ensuring the pressure or flow rates meet your reasonable needs. This may involve the installation, operation and maintenance of additional infrastructure at your cost.
10. All works related to installing, operating and maintaining the infrastructure referred to in clause 3 above must meet the standards we impose from time to time.
11. These conditions are subject to change from time to time. You will be advised of any changes.

Sewerage services requiring additional infrastructure

1. Due to the location of your supply address the continuity of your sewerage service cannot be guaranteed.
2. You may be required to install, operate and maintain additional infrastructure at our direction in order to receive a sewerage service from us.
3. Any costs in relation to the installation, operation or maintenance of infrastructure in accordance with clause 2 above, or other relevant costs, must be borne by you.
4. All works related to installing, operating and maintaining the infrastructure referred to in clause 2 above must meet the standards we impose from time to time.
5. Where a pressure sewer system is required, you must comply with the Pressure Wastewater System Fact Sheet.
6. We may impose a limit on the rate of discharge from your supply address.
7. In the future if a new sewer main is constructed which abuts your supply address and which is capable of delivering a standard sewerage service to your supply address, you have the option to connect to this new main. Before doing so you will need to disconnect your existing sewerage service and pay to use all relevant disconnection and connection fees in accordance with our fees and charges schedule.
8. These conditions are subject to change from time to time. You will be advised of any changes.

Remote water and/or sewerage service

1. Due to the distance between your water and/or sewerage service's connection point and your property, we cannot guarantee the quality or continuity of supply to or from your supply address.
2. Additional infrastructure may be required to meet your reasonable needs.
3. Any costs relating to the installation, operation or maintenance of infrastructure in accordance with clause 2 above, or other relevant costs, must be borne by you.
4. All works relating to the installation, operation and maintenance of the infrastructure referred to in clause 2 above must meet the standards we impose from time to time.
5. We may impose a limit on the water flow rate to your supply address and/or the rate of discharge from your supply address.
6. If a new water and/or sewer main is constructed in the future which abuts your supply address and is capable of delivering a standard service to your supply address, you have the option to connect to this new main. Before doing so you will need to disconnect your existing water/sewerage service and pay to us all applicable disconnection and connection fees in accordance with our fees and charges schedule.
7. These conditions are subject to change from time to time. You will be advised of any changes.

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