

# SCOTLAND ISLAND EMERGENCY WATER SUPPLY INFORMATION & GUIDELINES



## WATER MONITORS – SEPTEMBER, 2016

<b>LINE 1</b>	Bell, via Carol's, Eastern to Pathilda Reserve	8am Thursday Friday Sunday 10am	Nikki Gibson water1@sira.org.au	0425 227 792
<b>LINE 2</b>	Bell, via Cargo, Tennis to Pathilda Reserve	10am Sunday Monday Tuesday 7pm	Ian Laughton-Smith water2@sira.org.au	0404 833 674
<b>LINE 3</b>	Bell, via Top of Island to Kevin Street	7pm Tuesday Wednesday Thursday 8am	Nadine O'Mara water3@sira.org.au	0402 752 465

### **BOOKING LIMITS MAY BE NECESSARY DURING DROUGHT**

The provision of Emergency Non-potable Water is an essential service that SIRA provides to the community and comes with some risk. SIRA members share joint responsibility for the waterline and water bookings will only be accepted from SIRA members who complete and sign the **Agreement for Sale of Non-potable Water**. To become a current SIRA member and sign the agreement online or download paper copies go to: [sira.org.au](http://sira.org.au)

### **How to Book**

- **Before booking:** complete or renew your **SIRA Membership** /sign **Agreement for Sale of Non-potable Water**
  - **Book in advance:** Do not wait until your tank is low or empty!
  - **Cancellations:** a minimum 24 hours cancellation notice is required or booking fee of **\$10.00** will be charged, plus any water metered during booking period
- 1) **Telephone your Monitor** between 8 a.m. and 8 p.m. only, with the following information:
    - Your name, address and telephone number
    - Your tank capacity in **litres**
    - Your preferred booking time and number of hours required
  - 2) **Ask for name and telephone number** of bookings before and after; make contact to confirm handover
  - 3) **Phone to confirm booking** 24 hours before allocated time and check any booking changes

### **How to Get Water**

- 1) **Take meter readings** at start and finish of booking from correct line meter. If these meter readings are not taken, then readings reported by other bookings must be accepted
- 2) **Close off the Main Line valve** past your standpipe to block water and maximise flow into your tank
- 3) **Turn on your standpipe valve and check that water is flowing into your tank.** Allow at least 15 - 20 minutes for line to charge in some areas
- 4) **If there is no flow**, walk the Main Line and check all valves to locate any problems or leaks
- 5) **Important: any problems or leaks** turn off the Main Line valve at Bell and advise Monitor
- 6) **Check collection regularly** as water metered during booking period is your responsibility!
- 7) **When your booking is completed** turn off your standpipe valve, open up Main Line valve, disconnect your fitting and take final reading at Bell from the correct meter
- 8) **Advise meter readings** to your Monitor within 24 hours to calculate litres and charge

## ***Location of Water Meters***

- **First time users** should locate and walk their line prior to booking – ask your neighbour!
- **Lines 1, 2 and 3** are individually metered and located on platform under cage at the top of Bell Wharf steps
- **Main Line valves** are positioned on either side of platform and identified by numbered white reflector posts. **Lines 1 and 3** towards Carol's Wharf to the left of platform; **Line 2** towards Cargo Wharf to the right of steps

## ***How to Connect***

A complying connection to all Main Line standpipes is required as follows:

- **1 x 40mm (1½ inch) poly BSP** female fitting (nut & tail) plus male fitting (barbed tail)
- **1 x meter braided clear polyurethane flexible pipe (food grade)**
- **2 x stainless steel clamps** for each end
- **1 x plug** keeps pipe clean and prevents washer from falling out of “nut & tail”
- **Flexible pipe** gives clear view of water flow, makes attachment to and from standpipe easier to manage and reduces strain on standpipe when turning valve on and off
- **Individual fittings** to connect to your existing pipe system, as required
- **We recommend** that you upgrade the existing pipe to your tank to 40mm to maximise flow

For flexible connection to be assembled ready for use, call Cass Gye or purchase fittings from: Gainforts Plumbing and Electrical, Darley Street, Mona Vale

## ***Troubleshooting***

- **If you are having problems**, reset all valves and turn off Main Line valve at Bell
- **Ring your Monitor immediately** to notify any problems, breaks or leaks
- **Contact the next booking** to advise water is turned off

**Note:** Repairs to the Main Line or standpipes will be actioned as soon as possible after inspection

## ***Remember You are Responsible!***

- **If water is lost for any reason during booking period** - check your flow regularly
- **If you finish early** make contact with next person **OR** turn off Main Line valve at Bell
- **When booking is finished reset all valves** to make Line ready for next booking
- **Disconnect fitting to your standpipe immediately after booking**
- **Connections to standpipes are non-permanent** and must comply as described

## ***Charges and Conditions***

- **S.I.R.A. water charge:** \$5.00 per 1,000 litres
- **Booking fee:** \$10.00 per booking
- **Payment advice will be sent by email** – receipts available upon request
- **Payment must be received within 7 days**
- **Late fee of \$10.00** applies to overdue payments
- **Outstanding accounts:** bookings will not be accepted **and/or** pre-payment will be required
- **Cancellations:** a **minimum 24 hours cancellation notice** is required or booking fee of **\$10.00** will be charged, plus any water metered during booking period

## ***How to Pay***

- **By internet transfer** – per bank details in Emergency Water Payment Advice
- **By cheque** – made payable to Scotland Island Residents Association; mailed to P O Box 70, Church Point
- **By cash** – to be made in person to your Monitor **DO NOT SEND CASH BY MAIL**

## **IMPORTANT NOTE**

Monitors work hard to keep you happy!! Your understanding, civility and prompt payment is appreciated  
Monitors reserve the right to refuse bookings to any resident who is uncooperative and/or abusive  
Any resident found “taxing” the water line will be “tagged” as a problem source on that line