

SCOTLAND ISLAND EMERGENCY WATER SUPPLY

INFORMATION & GUIDELINES



WATER MONITORS – DECEMBER 2023

LINE 1	Bell, via Carol's, Eastern to Pathilda Reserve	7 Days Per Week	Rowena Dubberley water1@sira.org.au	
LINE 2	Bell, via Cargo, Tennis to Pathilda Reserve	7 Days Per Week	Rowena Dubberley water2@sira.org.au	
LINE 3	Bell, via Top of Island to Kevin Street	7 Days Per Week	Rowena Dubberley water3@sira.org.au	

(Available by phone between **8 am and 8 pm ONLY** 7 days per week)

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** from within the water booking app. To become a current SIRA member online or download paper copies go to: sira.org.au

Contact your Water Monitor if you are not able to use the water booking app (you must be a SIRA member and sign a paper-based agreement)

How to Book

- **Before booking:** complete or renew your **SIRA Membership** sira.org.au
 - Log-on to the water booking app via sira.org.au and if necessary, sign the **Agreement**, from within the app
 - Do not wait until your tank is low or empty!
 - **Cancellations:** minimum 24-hours cancellation notice is required or late fee of **\$10.00** will be charged
- 1) **Log in to the water booking app** via sira.org.au and create your booking online
 - 2) You will receive a **confirmation email with your booking details**
 - 3) You will receive a **reminder email 30-hours** before the booking **and 1-hour** before the booking.
The reminder will include details of who has a booking before and after you

Only if you are not able to make an online booking:

- i. Telephone your Monitor **between 8 a.m. and 8 p.m. only**, with the following information:
 - a. Your name, address and telephone number
 - b. Your tank capacity in litres
 - c. Your preferred booking time and number of hours required
 - ii. **Ask for name and telephone number** of bookings before and after; make contact to confirm
 - iii. **Phone to confirm booking 24-hours** before allocated time and check any booking changes handover
- (You will receive all confirmations, reminders, invoices and receipts via email)

How to Get Water

Read the comprehensive guide online

1. **Close off the main line valve past your standpipe** to block water and maximise flow into your tank
2. **Connect your standpipe** to your tank
3. To **start your booking via the App or the Console**, go to sira.org.au
4. **Turn on your standpipe valve and check** water is flowing into your tank. Allow at least 15 – 20 minutes
5. If there is **no flow**, **walk the main line** and check all valves to locate any problems or leaks.
6. **Important: any problems turn off the water via the App or Console touch screen** advise water monitor
7. **Check collection regularly** into your tank against the quantity shown in the app as water metered during booking period is your responsibility
8. **When your booking is completed** finish your booking on the App or via Console touch screen, reopen main line valve past your standpipe and disconnect your fitting
9. Pay your invoice

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 either side of platform and identified by numbered white reflectorposts
- **Lines 1 and 3** towards Carol's Wharf left side of platform; **Line 2** towards Cargo Wharf right side 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 and any additional flexible pipe, email Water Manager water@sira.org.au or purchase fittings ONLY from: Gainforts Plumbing and Electrical, Darley Street, Mona Vale

Charges and Conditions

- **S.I.R.A. water charge:** \$6.21 per 1,000 litres
- **Online Booking fee:** \$5.18 per booking
- **Booking fee for bookings via Water Monitor:** \$15.53 per booking
- **Urgent Booking fee:** \$31.05
If your tank is empty or low you can make an urgent call to your water monitor, who may be able to arrange an emergency booking. The additional booking fee is to cover extra time and cost
- **Invoices will be sent by email** – receipts are also sent by email
- **Payment must be received within 7 days**
- **Late fee of \$10.00** applies to overdue payments
- **Outstanding accounts:** a new booking cannot be made if in invoice is outstanding
- **Cancellations:** a minimum 24-hours cancellation notice is required or a late cancellation fee of **\$10.00** will be charged

How to Pay

Click on the link in the invoice you received or log in to the water booking app via sira.org.au and pay.

- Pay with **credit card**
- Pay with **Poli Internet Transfer**
- Pay with **PayPal**

By exception, the following methods may be accepted by Water Monitors at their discretion.

- **By cash** – to be made in person to your Monitor **DO NOT SEND CASH BY MAIL**

Troubleshooting

- **If you are having any problems or leaks, turn off the water via the App or Console touch screen**
- **Ring your Monitor immediately** to notify any problems, breaks or leaks
- Return standpipe valve to off position and reopen main line valve

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** - finish your booking on the App or via the Console touch screen
- **When booking is finished return standpipe to off and open main line** ready for next booking
- **Disconnect fitting to your standpipe** immediately after booking
- **CONNECTIONS TO STANDPIPES ARE NON-PERMANENT** and must comply as described

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