

SCOTLAND ISLAND EMERGENCY WATER SUPPLY INFORMATION & GUIDELINES



WATER MONITORS – FEBRUARY, 2020

LINE 1	Bell, via Carol's, Eastern to Pathilda Reserve	8am Thursday Friday Sunday 10am	Nikki Gibson water1@sira.org.au	0425 227 792
LINE 2	Bell, via Cargo, Tennis to Pathilda Reserve	10am Sunday Monday Tuesday 7pm	Ian Laughton-Smith water2@sira.org.au	0404 833 674
LINE 3	Bell, via Top of Island to Kevin Street	7pm Tuesday Wednesday Thursday 8am	Jay Savage water3@sira.org.au	0412 475 969

(Available after 8 AM and before 8 PM, 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 will need to be a 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:** a minimum 24 hours cancellation notice is required or late cancellation fee of **\$10.00** will be charged, plus any water metered during booking period
- 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

- 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
- **Online Booking fee:** \$5.00 per booking
- **Booking fee for bookings via Water Monitor:** \$10.00 per booking, increasing to \$15 from 1 July 2019
- **Urgent Booking fee:** \$30. If your tank is empty or near empty and you make an urgent call to your water monitor, they may be able to rearrange existing bookings so that you can have a small emergency quantity of water. The booking fee in this situation is \$30 to cover extra time and costs.
- **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:** bookings will not be accepted **and/or** pre-payment will be required
- **Cancellations:** a **minimum 24 hours cancellation notice** is required or a late cancellation fee of **\$10.00** will be charged, plus any water metered during booking period

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**

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