

## What is Coliban Quick Connect?

Coliban Quick Connect is the new way Coliban Water is connecting new premises to the potable drinking water and recycled supply system. Coliban Quick Connect is for builders, people connecting services to their land, or changing services on their land.

## How does Coliban Quick Connect work?

Builders, customers or plumbers simply complete an online application at [www.coliban.com.au](http://www.coliban.com.au), pay the connection fee, and we will install their new water meter within 10 business days. Quick Connect Agents are no longer part of the process.

## Why the change?

We are in the process of delivering our Digital Metering Program, which will see digital data loggers installed on all water meters across our region. As part of this program, we have reviewed the connection process and identified it doesn't fit well with the digital change, and improving it would create a series of benefits for the community.

To achieve these things, we are introducing a new system which gives us greater oversight and accountability of the new connection process, and brings us in line with the rest of the water industry.

## Can I apply for a water meter on my customers behalf?

Yes. Plumbers can still apply for a water meter on behalf of a customer using the paperless and straightforward single point of application for new connections.

## Will it take longer to connect to the potable water supply?

No. With the Coliban Quick Connect process, customers receive their water meter, inclusive of a datalogger within 10 business days or payment, giving them immediate access to the benefits of the digital metering program. Customers then schedule their installation booking.

## Will local plumbers still connect water meters?

Where Coliban Water has already approved a connection, the customer may have their meter fitted under the previous system. The contractor of the Coliban Quick Connect program will have local employees to install water meters compliant with the Coliban Water Digital Metering program. This work includes tapping of the water main, laying of the property services, and installation of the meter assembly.

## What impact does this have on digital metering?

The digital metering program, introduced in early 2018, requires a digital datalogger to be installed customer's water meters. Under the old Quick Connect system, dataloggers are fitted to customers water meters retrospectively.

## How much does a new connection cost?

Connection costs depend on where a customer lives live, with full details available as you fill out the online form. Coliban Quick Connect is expected to significantly lower costs to customers.



Extra charges will be applied if a new connection cannot be accessed on the booked date and our contractor is required to return. Customers can avoid this charge by rescheduling up to two days before the initial scheduled booking.

## **What happens if my connection has been approved under the old system but isn't installed yet?**

Existing approved connections will continue to be installed by the Quick Connect Agents. The changes will apply to new connection only.

## **How does the change help Coliban Water?**

Coliban Quick Connect will give us full oversight, making sure all new connections adhere to the required safety, water quality and compliance standards, and access to digital connection data immediately.

This new system allows Coliban Water to take responsibility for our assets and who installs them, the same way power, gas and telecommunications companies do.

New connections are not installed until the payment is made, saving us time and resources on billing and collecting payments.

## **How can I find out more?**

Further information is available on our website – [www.coliban.com.au](http://www.coliban.com.au) or call our Customer Support Team on 1300 363 200.

*Disclaimer: Information contained in this document was correct at the time of publication (September 2020). Coliban Water reserves the right to alter or amend these Frequently Asked Questions and Answers at any time.*