

FREQUENTLY ASKED QUESTIONS, FEBRUARY 2021

What is happening?

Central Goldfields Shire Council is transferring management of its standpipes in Thompson Street, Dunolly and Main Street, Bealiba to Coliban Water from Monday 1 March 2021. This change will mean more consistent service and fair pricing for users.

What happens to my Avdata key?

To continue using these standpipes, if you already have an Avdata key, you will be able to keep using it via a new pre-paid arrangement.

You will need to load pre-paid credit on your account prior to Monday 1 March 2021 to continue accessing water from these standpipes. To add credit to your account please follow the instructions in the Avdata fact sheet on our website here: <u>https://coliban.com.au/business/water-carting</u>

Please also note that pre-paid credit is not transferrable between standpipes.

I prefer a post-paid arrangement for standpipe use. How do I organise that?

If you have an Avdata key but do not wish to have a pre-paid arrangement, you can keep your existing key and switch it to a post-paid account.

To do this, please complete the 'Water Carter (Coliban Owned)' online application at <u>www.coliban.com.au</u> or contact us during business hours on 1300 363 200.

Avdata keys cost \$40.95, which includes the key and postage. Your Avdata key will record location, date, time and cost for each time you use a standpipe.

Do I need to have a water carter permit?

Yes, a water carter permit is required to take water from any public standpipe in our region. Your Avdata key can be issued once your permit is approved.

All Coliban Water managed standpipes require Avdata keys.

What is the price of water from standpipes?

The price per kilolitre of water from standpipes from 1 July 2020 is \$2.25.

What are the rules for standpipe use?

All water taken from Coliban Water standpipes must be used in accordance with our Permanent Water Saving Rules. These can be found at online at <u>www.coliban.com.au</u>

- Remember to follow the conditions of use:
 - Turn off your engine while filling
 - o Do not use the emergency isolation valve unless it is an emergency
 - Take your rubbish with you
 - Remember flow rates can vary depending on time of day



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- o Be mindful of use outside normal business hours
- Remove the hose after filling
- o Exit the site safely
- Use of the standpipe is not guaranteed and may change at short notice

Coliban Water standpipes are monitored by CCTV. By using the standpipes wisely, everyone can benefit.