

Information for those seeking a standard drinking water connection

How does the connection process work?

Coliban Water's connection process aims to make it easy for new residents to install a water meter, with a digital data logger attached.

Customers can apply directly to Coliban Water for new meters and connection to our system. Builders and plumbers can also apply to Coliban Water on a customer's behalf. We aim to provide a simple and paperless single point of application for new connections. One online form, one bill.

To apply, fill out our [online application form here](#). Once it's approved, pay the connection fee invoiced by Coliban Water's approved contractor, Mondo.

Mondo will connect you within 10 business days. Water access charges begin from the date of connection.

More information about [digital data loggers is available here](#).

What if I need to connect more than one property?

An application fee will apply for each property that requires a connection, and that charge is applied to the customer's water account. Our fees and charges are available on [our website here](#).

How much does a new connection cost?

Connection costs depend on where you live, with full details available as you fill out the online form. 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 are the benefits?

Customers will have a simple and paperless single point of application for new connections. One online form, one bill. Applicants will deal with a single approved contractor whose only job is to deliver and install water meters across the Coliban Water region.

A full water meter installation may include:

- Checking for availability to connect to drinking or recycled water
- Flowmeter and assembly
- Service pipes within conduits under roads
- Meter installations
- Site restoration
- High quality installation and assets
- Digital meter installation
- Working near road permits
- Time and price guarantee
- GPS location of service pipes and uploading of data info systems



We aim to provide a quality installation that meets short and long term customer needs, and this is in line with standards maintained by other water corporations across Victoria. We have secured transparent and competitive rates for this service with overall long-term cost reductions for our customers.

How long does it take for my new connection to be installed?

New meters will be installed within 10 business days of receiving payment.

I'm a plumber. Can I apply for a new connection on behalf of my customer?

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.

How can I find out more?

Further information is available on our website www.coliban.com.au

You can also call our Customer Support Team on 1300 363 200 during business hours.

Information for developers

Can I apply for a new connection/s in relation to the land I am developing?

Yes, customers, builders, developers and plumbers can apply directly to Coliban Water for new meters and connection to our system. We aim to provide a simple and paperless single point of application for new connections. One online form, one bill.

Please see the link to the application form at the start of this document.

Who is responsible for water meter assets for a common property development (with an owners corporation)?

A common property development may be a block of units or a housing development with a shared driveway. Coliban Water is responsible for the property service pipe up to the property boundary. A required isolation valve will separate that from the internal private plumbing, which is the responsibility of the owners corporation or developer.

The internal private plumbing may be a bank of water meters at the property's front boundary with pipes to each occupancy or it may be a water meter at the front of each occupancy.

