

Standpipes

MANAGEMENT, HOW TO APPLY AND USE STANDPIPES IN OUR REGION

SEPTEMBER 2018

Management of standpipes

Coliban Water directly manages all standpipes in the Greater Bendigo area. All other standpipes in our region are operated by local councils. Coliban Water processes all applications for water carter permits.

For a full listing of standpipe locations and management arrangements please visit our website www.coliban.com.au and click on *Standpipes*. Applications to obtain a water carter permit and Avdata access key are available online, or by contacting us on 1300 363 200.

Who needs a water carter permit?

Anyone who wishes to take water from any standpipe connected to the Coliban Water network must have a permit to do so. This includes all council managed standpipes. Taking of water from a standpipe without a valid water carter permit is an offence.

Customers wishing to access a council managed standpipe will need to submit a permit application to Coliban Water. This allows you to approach the council office to purchase water from the standpipes.

On approval of a water carter permit, you will be provided with a water carter ID card, which must be on your person when collecting water. You must present your permit card if requested by a Coliban Water officer.

Who needs an AvData key?

All Coliban Water managed standpipes require AvData keys. Customers need to apply through Coliban Water for an AvData key to access water from our standpipes.

Most council standpipes also require an AvData key to be operated. A single monthly account key may be enabled across both Coliban Water and council Standpipes on application.

Restrictions on use

All water accessed from a standpipe needs to be used in accordance with any water restrictions in place for that region. Signs are placed at all standpipes detailing the level of water restriction currently in place.

For more information on what restriction level is currently in place and how this affects the way you may wish to use water please visit our website www.coliban.com.au and click on *Water Restrictions* or call us on 1300 363 200.

Safety at the standpipe

For everyone's safety traffic management plans have been created for each Coliban Water managed standpipe. These plans provide you with information on how to safely enter, queue at, park for filling and exit the standpipe. Traffic management plans for our standpipes can be found on our website www.coliban.com.au by clicking on *Standpipes*. Please contact the relevant council to receive traffic management plans for council run standpipes.

It is a Coliban Water requirement that any person carting water for human consumption or a purpose connected with human consumption must be registered with their local council. For further details, please contact your local council.

Types of permits



Of the three permits available, only Drinking Water Carters are authorised to sell water for human consumption. Drinking Water Carter Permits are only available over the counter at our office.



To operate standpipes

1. Hold AvData key to the panel
2. Press the 'On' button to start the water flow
3. Press the 'Off' button to stop the water flow

Please ensure you select the 'Off' button to shut down the water. Turning the stop valve may stop the water, however it does not stop the billing on your account. If you do not select the 'Off' button, the next person may be taking water you will be billed for.

Please note:

You do not need to hold your key to the standpipe panel after you have turned it on.

It can take ten to twenty seconds for the water flow to stop after you press the 'Off' button.

Monthly account customers only

You will receive an account directly from AvData. Accounts can be paid via Bpay, cheque or at a Commonwealth Bank branch.

Standpipe tips

The standpipe hose may not always reach your tank. It's a good idea to bring some pipe with you, that way you can guide the water into your tank.

1,000 litres = 1,000 kilograms, please ensure your trailer/vehicle remains within it's towing capacity.

Hydrants and fireplugs

Fire hydrants and fire plugs are only available for the purpose of fighting fires or for council's carrying out drain cleaning works. Any other access is not permitted and persons found doing so unlawfully may be prosecuted under the *Water Act 1989* and may face significant penalties including imprisonment.

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