

Water Connections involving Backflow Prevention - WCC

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Background

Wellington Water facilitates and manages the provision of new water supply connections to residential, commercial and industrial properties within Wellington city on behalf of the Wellington City Council (WCC).

Periodically Wellington Water nominates and approves a number of suitably experienced water supply contractors as Approved Contractors authorised to undertake the installation of these connections.

Whilst Wellington Water facilitates the installation of connections for Applicants the physical works associated with the installation of the connection is undertaken under a separate Installation Agreement between the Applicant and the Approved Contractor. Wellington Water is not a party to these Installation Agreements.

Wellington Water's role in processing water connections is thus limited to the administration, approval, construction monitoring, and as built record receipt associated with the connection.

The current water connection application, approval and installation process was adopted in September 2006 to improve the way water connection applications were processed and installed.

This process requires the applicant (the customer) to submit an application for the water connection to WCC, together with the prescribed application fee. The application is then referred to Wellington Water who processes and approves (or declines) the application.

Following approval a letter of approval containing any conditions that may have been set, together with contact details of the approved contractors, is sent to the applicant.

The applicant then seeks installation quotations from the approved contractors and selects and engages one of these contractors to undertake the connection installation.

The installation is then undertaken by the approved contractor and monitored and audited by a Wellington Water Contracts Officer.

Purpose

The purpose of this water connection procedure is to ensure the effective and consistent processing of water connection applications involving backflow preventers by Wellington Water.

Process

This procedure supports the Wellington Water water supply management process.

Scope

This procedure covers the receipt, processing, approval/decline and implementation of applications for water connections that require backflow protection. **This procedure only covers the processing of water connection applications within Wellington City.**

Responsibilities

Name	Responsibility
Wellington Water (WWL)	<ul style="list-style-type: none"> Wellington Water is responsible for the management of the public water supplies in Hutt City, Wellington City, Porirua City and Upper Hutt City and the bulk water supply to the four cities in the greater Wellington area. Wellington Water also manages wastewater and stormwater services in the four cities.
Wellington City Council Contact Centre	<ul style="list-style-type: none"> The Wellington City Council Contact Centre receives connection applications, incoming calls relating to water supply, wastewater and stormwater services in the Wellington City area. The Contact Centre also receives all incoming calls for Hutt City Council after hours.
Wellington Water Reception	<ul style="list-style-type: none"> The reception desk at Wellington Water is Wellington Water's first point of contact for all incoming calls and face-to-face contact with customers.
Wellington City Council	<ul style="list-style-type: none"> Wellington City Council also receives and processes resource and building consents prior to these being referred to Wellington Water for further processing. Council retains ownership of the water services infrastructure in Wellington City; responsibility for setting water services policy including standards; and ultimate responsibility for the provision of water services in the city.

Water Connection Procedure

1. A completed water supply application form is submitted to WCC with the appropriate connection application fee. Application forms are available from WCC's Building Consents and Licensing Service (BCLS); online at <http://www.wellington.govt.nz/services/watersupply/application>; and at all City Council service centres. This form is also available from Wellington Water's offices at Level 4, IBM House, 25 Victoria Street, Petone, and online at www.wellingtonwater.co.nz
2. Once received from WCC each application is loaded into the New Water Supply Connections Database (G:\ Corporate Services\Access database\water supply connections\water supply connection.mdb) and given a new connection (NC) reference number.
3. Relevant information regarding the proposed water supply connection is usually obtained from the relevant Service Request (SR) building or resource consent applications. However information on the hazard rating for the property, the purpose of the connection (e.g. residential use, fire connection, etc), and the type of backflow prevention device proposed is required to be submitted with the application form.
4. Wellington Water assesses the application and checks the availability of existing water mains to enable the connection to be provided. Wellington Water also checks the feasibility of the proposed connection and ensures that it will meet the requirements of WCC's Code of Practice for Land Development, WCC's Backflow prevention containment policy and WCC's Water Supply Connection Standards. Conditions of approval may be established as part of the application assessment.
5. All new connection, disconnection and alteration applications for water supply connections are assessed against the Backflow prevention containment policy to determine the backflow prevention containment device requirements. The installation of the required device at the property boundary will be a condition of approval of the application.
6. In most cases residential connections are 20mm ID. If a larger sized connection is required a pipe sizing spread-sheet is used to calculate the pipe size. (G:\Drainage & Water\Water Supply Team\Projects OPEX\WWC412 Water network operation and Subdivision\Sizing spreadsheet).
7. Once approved a letter of approval is sent to the applicant, which contains a detailed plan (GIS/City View location map, service pipe size, water main size and type, meter and backflow preventer requirements etc.) and instructions for the connection work. A list of approved contractors who can carry out the work is also provided. If the application is not approved, a letter declining the application is sent outlining Wellington Water's reasons for declining the application or aspects that need to be addressed to achieve approval.
8. Following this the proposed connection details are updated in Wellington Water's database.

9. The Applicant then approaches the approved contractors to obtain quotes and time frames for installing the connection. The applicant shows the contractors Wellington Water's letter of approval.
10. The contractors check Wellington Water's letter of approval, review the conditions associated with the approval, and provide the Applicant a quote to install the connection based on those conditions.
11. Once engaged by the Applicant the successful Contractor then informs Wellington Water's Contracts Officer that they have been employed to install the connection. The Contractor provides the Contracts Officer a programme of work and a copy of the quote. The work programme is used by Wellington Water's Contracts Officer to monitor construction.
12. The Contractor sends a road opening notice to the WCC Road Protection Team with a copy to Wellington Water.
13. The proposed location of the new service is marked by the Contracts Officer if required. Its position being governed by the resource consent/building consent conditions or application approval conditions, where the applicant would like the connection installed, and the location of exiting services, etc.
14. Irrespective of the position of the backflow prevention containment device on the new connection the water connection cannot be made to the main until confirmation in writing has been received that the agreed backflow prevention containment device has been installed, tested and certified.
15. The Contractor notifies Wellington Water's Contracts Officer within 48 hours prior to the work commencing to enable the Contracts Officer to inspect the work as it progresses,
16. The Contractor then installs the connection within the timeframe and to WWL's specifications.
17. The backflow prevention containment device is installed on the customer side of the point of supply at the property boundary, with no connections between the service valve at the point of supply and the device.
18. Where the property has more than one connection installed a backflow prevention containment device is installed on each connection.
19. The Contractor notifies Wellington Water once the work is ready for final inspection, at this time they also provide the completed street opening notice and the as built drawing, including details of the backflow device and its test certificate.
20. Wellington Water's Contracts Officer undertakes a site audit to check the work meets WWL's requirements.

21. The Water Connection Database is updated with the as built details and the connection completion date.
22. All containment testable devices are registered with WWL.
23. The as built Drawing is then sent to WWL for input into the mapping system.
24. The completed street opening notice is signed off by the Contracts Officer and sent to the WCC Road Protection Team.
25. Where applicable, water meter details are sent to WCC's Rates and Billing Team for registering in their billing system.
26. The water connection is then tagged as "completed" in the water supply connections database (G:\ Corporate Services\ Access database\water supply connections\ water supply connection.mdb) and all the connection documentation is appropriately filed.

The attached Flow Chart outlines the above procedure.

Related Documents

- Water connection application form
- WCC Water Supply Connection Standards - 2011

Response times

The response times for the connection process are as follows:

Description	Target Response Time
Approve/Decline response from Wellington Water to the Applicant (Taken from the date all required information has been received from the applicant)	10 working days
Provision of the Contractor's quotation to the Applicant	5 working days
Submission of the as built by the Contractor to Wellington Water	5 working days
Submission of the as built details by Wellington Water to WCC	10 working days

Definitions

SR number	Service Request number
NC number	New Connection number
Response Times	The target timeframes within which Wellington Water and the Contractors should respond
WCC	Wellington City Council
GWRC	Greater Wellington Regional Council

