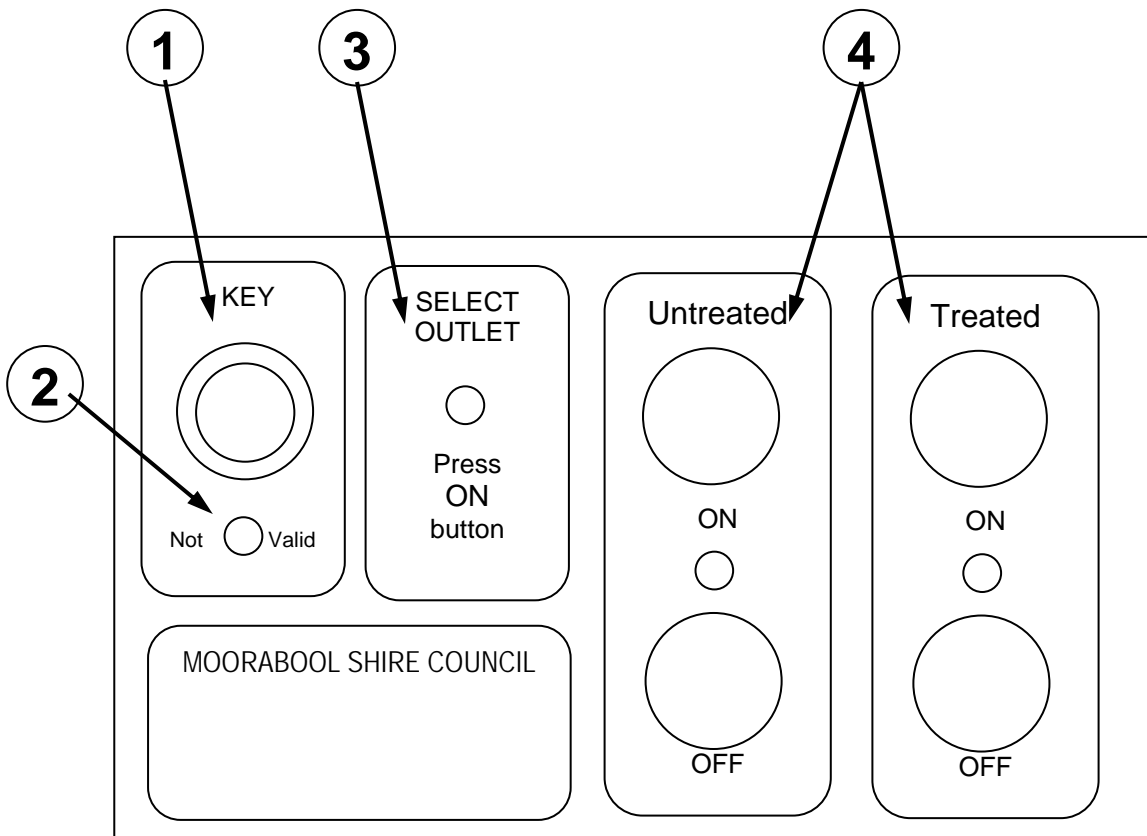


## Standpipe

### How to use the Control Panel



1. Touch electronic button to key reader.
2. If Not Valid light comes on:
  - (a) If the key is a permanent key, it has been disabled in the system. Report this to the Moorabool Shire Council on the next business day (8:30am - 5:00pm Monday - Friday).
  - (b) If the key is a pre-paid key, the water allocation has been used up and the key must be swapped over for a fresh key.
3. If Select Outlet light comes on, press ON button for type of water required. The equipment will only deliver water of the type associated with the key, i.e. A treated water key will not allow the delivery of untreated water.
4. Press the OFF button to stop the flow of water. The control solenoid is of the slow-acting type to prevent water hammer damaging the pipeline and **it may take up to 5 seconds for the water to stop flowing.**
5. If more water is required after pressing the OFF button, the procedure described above must be commenced again.

## How to use the Standpipe – Questions & Answers

### Faults.

**Fault:** I present my key to the reader but no lights come on.

**Cause:** a) The controller is not recognising the key, or  
b) There has been a power failure

**Solution:** a) Contact Council on the next working day on 5366 7100  
b) Wait for the power to come back on

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**Fault:** I present my key to the reader and the light comes on but no water comes out.

**Cause:** a) The gate valve at the base of the standpipe has been turned off, or  
b) For untreated water, the supply basin is empty, or  
c) For treated water, Western Water have shut of the mains, or  
d) The delivery mechanism has failed

**Solution:** a) Turn on the gate valve  
b) Wait a day or two until Southern Rural Water refill the supply basin  
c) Wait until Western Water open the mains again  
d) Contact Council on the next working day on 5366 7100

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**Fault:** I present my key to the reader and the Not Valid light comes on.

**Cause:** a) If the key is a permanent key, it has been disabled in the controller, or  
b) If the key is a pre-paid key, the water allocation has been used up, or  
c) The key is being used to access the wrong type of water, or  
d) The wrong type of water was initially selected and the correct type was selected before the Not Valid Timeout time has expired.

**Solution:** a) Contact Council on the next working day on 5366 7100  
b) Change over the key at the Council's Service Centre, 182 Halletts Way, Darley  
c) Select the correct type of water (see (d) below) or if a key for the wrong type of water has been issued, change the key over at the Bacchus Marsh Service Centre.  
d) If the wrong type of water is accidentally selected (causing the Not Valid light to come on), the user has to wait 5 seconds before representing the key and selecting the correct type of water otherwise the Not Valid light will continue to come on.

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**Fault:** Water is delivered but shuts off for no reason after a few minutes.

**Cause:** The controller is not properly recognising that water is flowing

**Solution:** Keep restarting the flow and contact Council on the next working day on 5366 7100

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**Fault:** The overhead streetlight does not illuminate at night.

**Solution:** Contact Council on the next working day on 5366 7100

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**Fault:** The standpipe equipment has been damaged and/or is exposed (ie the cabinet door is open or the valve pit lid has been removed)

**Solution:** Contact Council's after hours emergency service on 0419 887 065.

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**Fault:** There is uncontrolled water flow

**Solution:** Contact Council's after hours emergency service on 0419 887 065.

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## **Terms and Conditions**

### **1. Who may use this water?**

The provision of water from Council administered standpipes is primarily for stock and domestic use by owners of property within Moorabool shire who do not have access to a reticulated water supply and require water by necessity as a consequence of prevailing drought conditions.

Persons whose principal place of residence is within an urban area (and therefore access to reticulated water) will not have access to the use of untreated standpipe water unless that person provides evidence to the satisfaction of the Council that the use of standpipe water is for stock and domestic use necessitated by prevailing drought conditions and that no use will be made of such standpipe water supplied which is inconsistent with prevailing water restrictions that apply within the urban area.

A statutory declaration will be required to support an application for the supply of untreated water to urban residents.

### **2. Restrictions on the use of water.**

Usage of treated water is to be in accordance with the water usage rules published by Western Water from time to time.

Notwithstanding the provisions stated above in section 1, usage of untreated water is restricted to a maximum of 20KL to be taken in any one week unless prior written approval has been granted by the Council.

Usage will be further restricted in times of drought or other shortages in line with the restrictions imposed upon Council by the supplying authority (Western Water for treated water, Southern Rural Water for untreated water).

### **3. The supply of water is not guaranteed.**

Council will be under no obligation to provide supply from an alternative source in the event of failure of the delivery system or no water supplied by either authority, and will not be liable for losses incurred by the non-supply of water.

Due to the electronic nature of the control system, water is not available in the event of a power failure.

Council will endeavour to rectify faults causing non-supply in a timely manner.

### **4. The untreated water is not suitable for human consumption.**

Users take water from the untreated water supply on the understanding that it is not suitable for human consumption.

### **5. Treated water special condition.**

Only licensed water carrier equipment may be connected to the CFA fitting on the treated water supply line.

### **6. Access to the standpipe water.**

The standpipes can only be operated with an electronic key which shall be available at the charge rates listed in Council's Schedule of Fees & Charges. Keys can be obtained from the Moorabool Shire Office, 182 Halletts Way, Darley 8:30am - 5:00pm Monday to Friday, except public holidays. Access to the standpipes is available 24 hours per day every day of the year.

The registered key holder is liable for all usage on their keys, whether or not the usage was authorised, until Council is advised on telephone 5366 7100 or in writing.

Unwanted keys must be returned to Council. Keys in full working order will have the deposit fully refunded; otherwise the deposit will be forfeited.

### **7. Payment for water.**

For users obtaining a permanent key, an invoice will be issued each month a user takes water from either standpipe. For users obtaining a pre-paid key, all charges are payable at the time of obtaining a key.

Invoices are payable within 30 days from the date of invoice. Failure to pay within this time may result in interest charges being applied in accordance with Council's policy. Failure to pay within 90 days may result in access to the standpipe water being denied. The key holder is liable for and agrees to pay all legal and other costs and expenses incurred in recovering unpaid amounts.

### **8. Reporting damage.**

Users are to report damage to or failure of the standpipe system as follows:

- a) Uncontrolled water spillage or damage that is a risk to public safety - to the Council's emergency after hours service on 0419 887 065.
- b) Minor damage or non-delivery of water - to the Council on the next business day (8:30am - 5:00pm Monday - Friday except public holidays) on 5366 7100.

### **9. Privacy Note.**

Personal information supplied to the Council as part of the application process will be held securely and will not be disclosed to third parties other than for the purpose for which it was intended (generally billing purposes).

### **10. Variation to these terms and Conditions.**

Council may vary these terms and conditions at any time. 30 days notice of the changes will be advised in writing to all registered key holders.